# HERON & BREARLEY

**NIGHT PORTER ROLE PROFILE**

**JOB FAMILY: HR CODE:**

**MISSION & PURPOSE**

|  |  |
| --- | --- |
| **STRUCTURE** | **LINE MANAGEMENT RESPONSIBILITIES** |
| This role is located at the George Hotel and forms part of the Hotel Team reporting to theGeneral Manager. | N/A |

To ensure that all guests receive a warm, memorable and personalised welcome. Ensuring that guest needs are anticipated and that any requests are actioned professionally and promptly. Responsible for the security of the hotel and its guests overnight, cleaning and tidying required areas and setting up for the forthcoming day ahead.

**KEY RESPONSIBILITIES & DELIVERABLES**

* **Key Responsibilities**
	+ Attend to the needs of guests whilst enhancing their customer experience
	+ Cleaning of bars, toilets, ground floor, communal & outside areas
	+ Dispose of rubbish in a sanitary manner
	+ Ensure good communication with all departments throughout the hotel.
	+ Handle, follow up and communicate any comments or complaints. Pass on to relevant persons if and when required
	+ Set up bars for following day’s service including stock replenishment
	+ Set up for breakfast for following day’s service
	+ Action tasks identified by the Hotel House Keeper
	+ Tidy up the cellar
	+ Ensure that all tasks are completed in line with brand standards and relevant compliance and good practice requirements
	+ Ensure confidentiality and security of guest rooms
	+ Follow all company safety and security procedures
	+ Report any maintenance issues or safety hazards
	+ Observe and report damage of hotel property
	+ Perform any related security duties as required overnight
	+ Be familiar with current licensing regulations
	+ Report for duty punctually in the correct uniform, paying attention to personal hygiene and tidiness
	+ Give assistance to other departments as and when necessary

|  |
| --- |
| **SKILLS & BEHAVIOURS** |
| * Ability to work with little supervision and maintain a high level of performance
* Customer-oriented and a friendly, professional communication style
* Superb attention to detail
* Prioritisation and time management skills
* Ability to work quickly without compromising quality
* Highest standards of reliability, honesty & integrity
* Strong work ethic with a flexible & positive attitude
* Excellent organisation skills
* Clean and tidy appearance
 |
| **EXPERIENCE, EDUCATION, TYPICALLY** |
| * Ideally demonstrable previous experience as a Night Porter
* Excellent understanding of the English language, written and spoken
* Good physical fitness and stamina to work long hours
 |

The above statements are intended to describe the general nature and level of the work being performed. They are not construed as an exhaustive list of all deliverables and responsibilities and duties. All employees are expected to be flexible in approach and may be required to perform other duties as may be reasonably required for the benefit of the Heron & Brearley Group and to add value.