



Example of Night Porter Job Description

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Our company is growing rapidly and is looking for a night porter. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for night porter

- To understand the correct procedure for storing guests property in the hotel safe
- To be able to send guest and Hotel faxes
- To take part in the nights daily meeting ensuring 15 minute training is completed whilst on shift
- To handle guest complaints according to the LEARN and empowerment processes
- To understand, and comply with, all procedures detailed in the Associate Handbook
- Report to work on time complying with, Hotel image and uniform standards
- To understand our Brand Standard requirements, and their implication on the Front Office and Hotel
- To attend and contribute to Front Office/Nights departmental meetings
- To serve alcoholic Beverages and charge via Micros Point of Sale
- To encourage up-selling of breakfast and dinner vouchers on check in of each guest

Qualifications for night porter

- To be aware of GSS targets for Front Office Department
- To ensure that guests receive a genuinely friendly, prompt and efficient service at all times
- To understand, and embrace, our Spirit to Serve programme

- Each associate is expected to carry out all reasonable requests by management
- To understand the signing in and out procedure of departmental keys and floats