

Job Title: Night Porter

Job reference : NP/01/22

Hours : 42.5 hrs per week – Full Time Permanent - This role will require the candidate to work nights and weekend working from 10pm till 7am.

Salary : £21,105 per annum

Supervisory Responsibility for: None

Indirect Supervisory Responsibility for: Delivery Supplier personnel, contract workers.

Important Functional Relationships:

Internal: M.D, Head of Operations, Health & Safety Manager, Restaurant & Bar Manager & Team, Conference & Banqueting Manager & Team, Front of House Manager, Head Receptionist & Team.

External: Service & Equipment contractors, suppliers of goods and services, guests and members of the public.

Reports to: Night Manager

Main Purpose of Job:

To ensure that all guests receive a warm, memorable and personalised welcome to Ufford Park Woodbridge, setting the scene for their stay and ensuring that guest needs are anticipated and that any requests are actioned.

To complete reception and food & beverage duties accurately maintaining operational standards.

To be responsible for the security of the hotel and its guests overnight and to set meeting and private dining rooms to agreed standard and to guests' specification.

The position requires a flexible approach to accepting reasonable changes or additions in work hours, which are necessary for the maintenance of uninterrupted service to hotel guests and customers. This position also requires a flexible approach to cover during periods of staff shortfalls.

Main Responsibilities / Key Accountabilities:

- Ensure that the service offered by all team members is personal and memorable. That guest needs are anticipated and requests followed up.
- Handle, follow up and communicate any comments or complaints. Pass on to relevant HODs or Managers if unable to handle.
- Be familiar with and promote hotel facilities and attractions within the complex. Assist guests with any requests eg. information, making bookings and directions.
- Ensure all access to the hotel is secure as required by hotel policy and procedure. Perform any related security duties as required overnight including checking all areas of the hotel on a regular basis and report irregularities to relevant department heads, and maintenance.
- Record any unusual occurrences or problems arising to the Night Manager or Duty Manager and take appropriate action. Complete all incident reports and distribute to relevant departments.
- Maintain public areas as directed, with additional cleaning as and when required. Clean and maintain the work area, materials, and equipment.

- Check in late arrivals and check out early departures in line with hotel procedures ensuring accuracy of guest bills. Run end of day report on each shift and report any possible doubtful accounts.
- Provide service in the Park Bar after the late shift team members have finished their shift adhering to current licensing regulations.
- Balance the cash at the close of shift and resolve any discrepancies in cash float balancing. Be responsible for floats whilst on duty, do not finish your shift until all floats have been counted and agreed by the oncoming shift. Be fully aware of and adhere to all accounting policies and procedures.
- Report for duty punctually in the correct uniform, paying attention to personal hygiene and tidiness.
- To undertake duties as set you by the Night Manager and carry out any other reasonable requests made by the Night Manager or other managers.
- To ensure that all statutory elements of health and hygiene are adhered to and maintain the premises in a safe and healthy condition and to a high standard.
- To maintain the safe storage and control of any potentially harmful materials and chemicals used within the department and ensure that such materials are appropriately marked and signposted.
- To adhere to all aspects of the departments risk management, including ensuring all necessary risk assessments are completed and the necessary checks are in place to meet all statutory requirements.
- To be responsible for ensuring the safe and efficient operation of all equipment. Re-use, recycle and save energy where possible
- To be aware of and adhere to applicable hotel rules, regulations, legislation and procedures, national legislation (Health and Safety, COSHH, Data Protection) and have a general awareness of Health and Safety in relation to all tasks and activities undertaken in the department. To maintain confidentiality of information acquired in the course of undertaking duties for the hotel.
- To be responsible for your own continuing self-development, undertaking training as appropriate.
- To undertake other duties appropriate to the post as required.
- To prepare and serve the evening room service menu as and when required.

Planning and Organisation:

- Ensure that all tasks are completed on each shift and that a full and thorough handover takes place at the end of the shift.
- Be fully aware of all daily and weekly events in the hotel and throughout the complex.
- Ensure all necessary supplies are available for the front desk and complete orders when necessary.
- Order and deliver newspapers and ensure that wake up calls are made promptly.

- Take room service orders, prepare the food and drinks and deliver to guests.

Decision Making and Use of Judgement:

- Be fully conversant with handling of reservation enquiries. Be aware of all current offers.
- Be fully conversant with and adhere to hotel standards of operation and department procedures.
- Ensure the safety of the persons and the property of all within the premises by fairly applying Hotel Regulations, by strict adherence to existing laws, and reporting any possible hazards and conditions to the Health & Safety Manager.

Essential Internal and External Relationships:

- Communicate, work with and build a good working relationship with Day teams to ensure a consistent level of service is offered throughout the hotel 24 hours a day. Help to maintain a good working environment within the department and good working relationships with all other departments in the Hotel giving assistance as and when necessary.
- Pass onto the relevant sales department any possible leads, which could develop into future business.
- Build relationships with guests, ensuring that they want to return to Ufford Park Woodbridge and ensure all regular guests are known and cared for accordingly.