

Job Description

Job Title: Night Porter

Reporting To:

Night Porter Supervisor &
Operations Manager

Hours: 42.5 hours per week 5 of 7 days

Require: Full UK driving license required

Position: Full Time

Shift Patterns: 11pm-8am, 8pm – 8am and 5pm – 2am

Salary - £10.50 per hour

Purpose: to provide a night response for Portavadie guests. To be responsible for the overnight security of the property and its guests.

Basic Duties

- To ensure public areas are clean and tidy after last guest retires and returned to standard layout.
- To assist with setting up Main Restaurant Breakfast
- Ensure all lights & unnecessary electrical equipment are switched off to save energy
- To complete night checklist and pass completed list to Duty Manager at end of shift
- To be fully competent in night response protocols as per Portavadie Standard Operating Procedures.
- Monitor CCTV and emergency response pagers
- To tour/check all areas on a regular basis & report any irregularities to relevant departments including marina pontoons.
When accessing Marina Pontoon area, life jackets must be worn at all times and never enter this area alone and without radio contact
- Ensure all areas are secured
- Check in late arrival /early departures guests in line with Portavadie procedures
- Ensure that any request or complaint are dealt with promptly and passed to the appropriate manager.

- Make up laundry bags for following day.
- To monitor and assist where needed within the tent and motorhome sites
- To welcome and assist guests in late check in scenarios
- Welcome all guests in foyer between 5-9pm

General Duties

- To answer the phones within three rings and to transfer any calls as necessary
- To be fully conversant with Property Fire Procedures should the need arise. In order to ensure safety of guests and staff alike.
- To complete Night Porters' Report Book reference security checks carried out
- To carry out early morning calls as requested by guests.
- To be fully conversant with licensing laws
- To carry out any other duties that might be reasonably requested of you by a supervisor or line manager
- To alert the designated person on night response in the event of Fire response
- Ensure the personal panic alarm and pager is on your person at all times

Other Duties

1. Ensure safe working practices are adhered to at all times, as laid down by the Health & Safety at work Act 1974 and any other amendments to this Act.
2. Assist your Manager in identifying training requirement, and attend/assist with monthly departmental training sessions.
3. Ensure departmental and resort standards of personal hygiene and appearance are maintained within the department, e.g. appropriate uniform is both clean and ironed, clean hair, polished shoes, name badges are worn and no body odour.
4. Maintain a good working relationship with all colleagues and management.
5. Assist the company in keeping department operating expenses to a minimum by controlling the use of lighting, heating, cleaning material and equipment.
6. Undertake any other reasonable duties as may be requested by Management from time to time.

Signature:

Date: