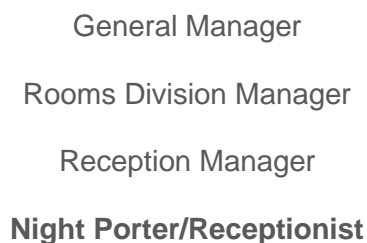


EDGBASTON PARK HOTEL AND CONFERENCE CENTRE

JOB DESCRIPTION

JOB TITLE	Night Porter/Receptionist
TEAM	Reception
RESPONSIBLE TO	Reception Manager

Organisation Chart



Job Summary

Reporting into the Reception Manager and responsible for providing a high standard of service at Reception and throughout the Hotel facilities during the night.

Carrying out tasks to ensure the smooth running of the reception team and Hotel and adhering to Standards of Performance.

Duties will mainly be carried out through the night, however, the post holder may be required to work-day/evening shifts where required.

Main Duties

Reception and Conference Operations

- To take over responsibility for the reception from the evening receptionist and hand back to the morning receptionist. This will involve communicating with reception, any late-night arrivals, early calls, and any incidents that have occurred during the shift, including and specific notes relating to guests and any outstanding maintenance issues to be reported.
- To be the first point of contact at Reception. Check in guest arrivals and check out guest departures, issue keys to guests, process cash and card payments using the Hotel software system and PDQ machine.
- To be responsible for issuing and receiving internal departmental keys and ensuring these are signed for in the logbook before issuing.
- To operate the switchboards and take accurate telephone messages for guests and staff and to arrange any early morning calls on the system.
- To complete the night audit and any financial procedures during the shift.
- To make additional charges to guest and conference accounts, using the Hotel's software system.
- To be responsible for a cash float which must be balanced at the start and end of each shift. Ensure the float has adequate change and request further change when required.
- Actively upselling rooms, dinners and additional services.
- To assist with the allocation of bedrooms and special request bookings.
- To prepare and keep updated various reports, including Arrivals, Departures and In-House lists.

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- To make additional changes to guest and conference accounts, using the Hotel's software system.
- To give accurate information regarding bedroom availability and rates upselling and upgrading guests wherever possible.
- To charge 'no shows' and balance guest accounts where required.
- To enter residential bookings into the Hotel's software system, following correct procedures.
- Manage and organize your workload to clean, tidy and set up all conference rooms in preparation for the next days' business, as specified by the Hotel's software system.
- Carry out regular stock checks when requested.
- Respond to guest feedback and action appropriately.
- To charge pre-paid bookings such as Expedia and Bookings.com.
- To carry out register card audits, making sure all details are transferred into the Hotel's software system.
- To identify rooms with high balance and reporting to morning Receptionist.
- To assist all guests with enquiries, booking taxis, directions and any special requirements that they have made.
- Record any maintenance issues that are reported to Reception and take the necessary action to communicate these to Maintenance and Housekeeping teams to ensure the minimum impact on guests.
- Wear the uniform provided and be of a smart appearance at all times.
- Ensure any casual staff carry out their duties effectively, efficiently and professionally.

Security

- To be responsible for the welfare and safety of all guests staying at the Hotel while on shift.
- To bring any security concerns to the attention of the Reception Manager or Duty Manager,
- To conduct security floor walks and car park checks throughout the night.
- To liaise directly with Campus Security should there be any security issues during the shift, logging details of incidents and handing over details to the next shift and the Early Duty Manager.
- To maintain and up-to-date, in-house guest list.

Policies and Procedures

- To undertake the role of Fire Warden, after receiving appropriate training
- To ensure all fire, health and safety regulations are adhered to and to report any health and safety concerns.
- To be the first response in any incidents relating to guests requiring first aid.
- To provide a safe evacuation procedure in the event of an emergency for all residential guests. This will involve safely directing guests to external assembly points, use of any in-house residential occupancy list and communicating with University security officers and the fire brigade, when required.
- Attend departmental meetings and team meetings as and when required. To undertake any staff training required.
- Comply with all Hotel policies, procedures and standards.
- To carry out induction training for casual staff.
- To adhere to and understand Hotel finance regulations.
- To provide a night handover on a daily basis to other duty managers
- To be efficient and professional in dealing with guest complaints.
- To check if all postings, bills, cash transactions credit card payments and floats are correct, following set standard procedures.
- To ensure that all keys are signed in and out.
- To ensure that visitors/contractors are registered at Reception.
- To ensure that the batch Fire Reports are kept up-to-date throughout the shift.
- To assist with staff training and new procedures.
- To comply with lone working procedures.
- To carry out any other duties and show flexibility in hours commensurate with the grade of the post, as may be reasonably requested by the management team.

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PERSON SPECIFICATION

Essential Knowledge, Skills, Qualifications and Experience

- A background in hotels, conferences or a multi-site catering environment within the hospitality sector.
- Previous Night Reception experience in a fast-paced professional environment, ideally in the hospitality sector.
- Exceptional customer service skills.
- Basic IT skills, including MS packages and preferably experience of hotel systems.
- Excellent communication skills, both written and verbal.
- Proven ability in proactive and creative problem solving.
- Ability to prioritise.
- Ability to work under pressure.
- Ability to work effectively as part of a team and to build productive working relationships with others.
- Self-motivated, with the ability to work independently.

Desirable Knowledge, Skills, Qualifications and Experience

- Qualified First Aider.
- Fire Warden.

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