

**EDGBASTON PARK HOTEL
AND CONFERENCE CENTRE**

J O B D E S C R I P T I O N

JOB TITLE	Night Porter
DEPARTMENT	Reception
RESPONSIBLE TO	Night Manager

Job Summary

Responsible for providing a high standard of service at Reception and throughout the Hotel facilities during the night and carrying out tasks to ensure the smooth running of the reception operation and Hotel and adhering to Standards of Performance.

Main Duties

Reception and Conference Operations

- Take over responsibility for the reception from the evening receptionist and hand back to the morning receptionist.
- First point of contact at Reception, checking in and out guest and processing payments using the Hotel software system and PDQ machine.
- Issue and receive internal departmental keys and ensuring these are signed for in the logbook before issuing.
- Operate the switchboards and take accurate telephone messages for guests and staff and to arrange any early morning calls on the system.
- Complete the night audit and any financial procedures during the shift.
- Make additional charges to guest and conference accounts, using the Hotel's software system.
- Balance the cash float at the start and end of each shift. Ensure the float has adequate change and request further change when required.
- Actively upsell rooms, dinners and additional services.
- Assist with the allocation of bedrooms and special request bookings.
- Prepare and keep updated various reports, including Arrivals, Departures and In-House lists.
- Make additional changes to guest and conference accounts, using the Hotel's software system.
- Provide accurate information regarding bedroom availability and rates upselling and upgrading guests wherever possible.
- Charge 'no shows' and balance guest accounts where required.
- 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.
- Carry out register card audits, making sure all details are transferred into the Hotel's software system.
- Identify rooms with high balance and reporting to morning Receptionist.
- Assist all guests with enquiries, booking taxis, directions and any special requirements that they have made.

Security

- Responsible for the welfare and safety of all guests staying at the Hotel while on shift.
- Conduct security floor walks and car park checks throughout the night.
- 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.

- 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.

General Requirements

- Build and maintain effective working relationships across the Hotel.
- Present a professional image of the Hotel to customers and guests.
- Respond professionally and pro-actively to any customer or guest queries.
- Actively support and demonstrate the Hotel culture and values.
- Adhere to all Hotel policies, procedures and processes.
- Comply with statutory requirements regarding the workplace such as employment law, health and safety, hygiene, fire prevention, GDPR etc.
- Act with integrity and in the interests of the Hotel at all times.

PERSON SPECIFICATION

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.

Knowledge, Skills and Abilities

- Exceptional customer service skills.
- Basic IT skills, including MS packages and preferably experience of hotel systems.
- Excellent communication skills, both written and verbal.
- Good numeracy skills.
- 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.

Qualifications

- Good level of general education, including maths and English.
- Qualified First Aider or willingness to work towards the qualification.
- Fire Warden trained.