

Job Description

Job title: Night Porter

Department: Mount Haven Hotel

Line management responsibilities: None

Reports to: Head Porter

Principal purpose of role	<ol style="list-style-type: none"> The Night Porter will be the point of contact for all hotel guests during shift, performing all duties as required and maintaining a safety and security presence.
Area of responsibility/tasks	<p>General</p> <ul style="list-style-type: none"> To carry out cleaning duties of specific areas as specified by the Head Housekeeper To prepare and serve drinks and simple food To ensure that the restaurant, bars and other areas are thoroughly clean and set and ready for service Assist with any small maintenance issues when directed Ensure corridors are kept tidy and free from obstruction and all fire doors are closed. To perform reception duties as required, handling booking enquiries and checking guests in and out.
Customer service	<ul style="list-style-type: none"> To provide a great service to all our external and internal customers. To be smart, polite and helpful at all times. To be aware of all the activities offered across the wider company and be able to answer broader questions (or know who to ask).
Fire, Security and Health & Safety	<ul style="list-style-type: none"> To carry out security patrols as required. To ensure the hotel and ancillary areas are locked and secured for the night To act as fire marshal and to be aware of the hotel evacuation plan and emergency procedures. Ensure corridors are kept tidy and free from obstruction and all fire doors are closed To work to safe working practices including COSHH regulations

	<ul style="list-style-type: none">• Be vigilant for hazards and report them.• Attend all necessary training courses.
Vision and values	<ul style="list-style-type: none">• Understand, demonstrate, reinforce and promote the behaviours that underpin our values.• Be aware of the role of you and your team in achieving our vision and objectives.• To be an ambassador for St Aubyn Estates at all times.
Other	<ul style="list-style-type: none">• Any other tasks which are reasonably requested, for the better performance of your duties or for the achievement of our vision.