



JOB DESCRIPTION and PERSONAL SPECIFICATION

Night Porter

Venue(s):	The Plough
Reporting to:	General Manager/Head of Housekeeping
Responsible for:	Customer Service; Guest Satisfaction; Security.
Job objective:	<ul style="list-style-type: none">- Ensure guest satisfaction is maintained and any requests are actioned.- Ensure all guests receive a warm, memorable and personal welcome.- Complete tasks accurately and within given timeframes.- Prepare meeting rooms and events, where needed.

The Plough, The Copper Horse Restaurant & Cottages, The Mayfield and The Yew Tree Café & Bistro, all situated just outside Scarborough, are four family owned restaurants/pubs with accommodation which make up The HQ Collection. The Collection is part of the Yorkshire based QDOS Entertainment, owned by husband and wife entrepreneurs Nick & Sandra Thomas who live in Scarborough.

The HQ Collection is a division of HQ Theatres & Hospitality, the UK's second largest venue operator, which operates 12 theatres and concert halls and is renowned for its unique specialism of combining first class hospitality provision with its vibrant and diverse entertainment programmes.

The Plough, The Copper Horse Restaurant & Cottages, The Mayfield & The Yew Tree Café & Bistro carry the distinctive HQ Collection trademark of:

Award winning dining.....each one offers a varied and individually styled menu. Delicious food is created and produced by teams of top chefs, who use only the finest, high quality, local and regional produce. With their welcoming atmosphere, comfortable and relaxed ambience they attract a steady stream of local clientele, as well as many visitors. Each bar stocks a superb selection of quality and contemporary wines, an extensive selection of craft ales, along with a great choice of beers and lagers.

Elegant accommodation..... all the accommodation is designed to make the guest feel pampered and cosseted, from luxurious rooms at The Plough and The Mayfield to the seven self-catering Copper Horse Cottages. All of the accommodation has been designed in boutique style using quality fabrics and furnishing to provide exceptional contemporary five star accommodations.

A warm welcome..... a first class team of staff take enormous pride in extending the warm Yorkshire welcome to locals, visitors and guests alike.



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JOB DESCRIPTION

Key Responsibilities

Our Service

1. Ensure that the service offered is personal and memorable. That guest needs are anticipated and requests followed up.
2. Ensure good communication with all departments throughout the hotel.
3. Be familiar with and promote the facilities of the hotel, company and surrounding area.
4. Ensure all guests are cared for accordingly.
5. Handle, follow up and communicate any comments or complaints. Pass on information to managers if unable to handle.
6. Ensure that all tasks are completed on each shift and that a full and thorough handover takes place at the end of each shift.
7. Be fully conversant with handling of reservation enquiries. Be aware of all current offers.
8. Ensure you have a full understanding of hotel regulations.
9. Tour all areas of the hotel on a regular basis and report irregularities to relevant department heads and maintenance.
10. Ensure access to the hotel is secure as required by hotel policy and procedure.
11. Perform any security duties as required overnight.
12. Complete incident reports and distribute to relevant departments.
13. Record any unusual occurrences or problems arising to the duty manager and take appropriate action.
14. Communicate, work with and build good working relations with the day team to ensure a consistent level of customer service is offered throughout the hotel 24 hours a day.
15. Set up restaurant & private rooms in accordance with bookings and planned events.
16. In conjunction with the Housekeeping Manager and hotel cleaning list, complete cleaning tasks on a nightly basis.
17. Check in late arrivals and check out early departures in accordance with hotel procedures.
18. Ensure wake up calls are made promptly.
19. Set for guest breakfasts, liaising with the front of house team.



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Our Business

1. Be fully conversant with and adhere to hotel standards of operation and department procedures.
2. Be fully aware of all daily and weekly events in the hotel.
3. Liaise and co-ordinate with the accounts department over any special billing requests and procedures.
4. Ensure accuracy of guest bills.
5. Be competent in guest show rounds of the hotel facilities, conference and private dining rooms.
6. Ensure all necessary supplies are available for the front desk.
7. Report any faulty equipment to the relevant persons.
8. Be familiar with current licensing regulations.
9. Clean and maintain the work area and materials.

Our People

1. Report for duty punctually in the correct uniform, paying attention to personal hygiene and tidiness.
2. Help to maintain a good working environment within the department and good working relationships with all other departments in the Hotel.
3. Give assistance to other departments as and when necessary.
4. Carry out any other reasonable requests made by Managers
5. Accept reasonable changes or additions in work hours, which are necessary for the maintenance of uninterrupted service to hotel guest and patrons.
6. Attend meetings and training sessions as and when required.

Health and Safety

1. Report all potential and real hazards immediately.
2. Be fully conversant with all departmental Fire, Emergency and Bomb procedures.
3. Attend all fire, health and safety training.
4. 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, statues and applicable ordinances, and reporting any possible hazards and conditions to the Manager(s).
5. Have a general awareness of Health and Safety in relation to all tasks and activities undertaken in the hotel.



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PERSON SPECIFICATION

ESSENTIAL

Relevant experience in a hospitality environment.	
Relevant security experience.	
Attention to detail.	
Reliable and trustworthy.	
Intermediate IT skills in Excel and Word.	
Formal health and safety training to an intermediate standard, i.e "Safety at Work".	
Excellent organisational skills.	
Excellent written and verbal communication skills.	
Ability to respond positively to a pressurised environment and adopt a positive approach to problem solving.	

PERSONAL

Ability to work flexible hours including weekends and Bank Holidays as required	
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This job description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. In particular from time to time you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities.