



Day Porter Job Description

Job Title: Day Porter
Department: Reception
Responsible To: Head Receptionist / Duty Manager / General Manager

Main Purpose of Job: Upkeep of Public areas in the hotel and to liaise with guests on arrival and departure ensuring customer satisfaction at all times. Also, to ensure the smooth flow of communication throughout all departments.

Responsibilities & Main Duties

- To communicate with Reception at all times & to help with Luggage during departure and arrival times.
- To be responsible for the routine cleaning of public areas and toilets within the hotel.
- To Help the Bar whenever needed.
- To empty the bottle bins correctly & to have the proper knowledge of stocking the bars & storage of new orders & stock rotation.
- Empty bins and collect any glasses / bottles or any mess left by guests.
- Check all areas including car park for litter, cigarette butts etc and empty and clean bins.
- To assist in providing the highest standard of service in Room Service/Lobby service.
- To ensure prompt service.
- To assist in the delivery of room service and the collection of trays from corridors.
- To Hoover Restaurant & Lobby after breakfast service.
- Knowledge of the town & hotel.
- To be familiar with all of the hotel facilities and communicate them to guests.
- Carry out any special cleaning or specific task.
- To operate plant and machinery with due care and attention ensuring adherence to health and safety procedures.
- To report any faulty electrical equipment.
- To ensure that you present to work wearing the relevant uniform and to the highest possible standards of personal hygiene and appearance.
- To ensure that all reasonable care is taken for the health and safety of yourself, other employees, guests and any other person on the premises.

- To maintain a high standard of Health & Safety during work procedures by using correct chemicals and equipment provided.
- To ensure that house policies regarding lost property are complied with at all times.
- To observe all safety rules and procedures.
- To report and where possible, take action on incidents, accidents, fire, loss or damage.
- Complete Duty Report & Sign off Daily.
- To familiarise yourself with the hotel fire alarm procedures, system & panel.
- To report & where possible take action on incidents, fire loss or damage.
- To observe all safety rules & procedures.
- To report any maintenance work required.
- To present to work wearing the relevant uniform & to the highest possible standards of personal hygiene & appearance.

Note: The purpose of this job description is to focus attention on the most important aspects of the job. It is not intended to be a complete list of every duty and is therefore to be expected that the day to day performance of the job will frequently include **tasks not included** above.

Customer Care

“We will offer our guests a great hotel experience with genuine friendly service”.

1. To ensure the highest standards of service and customer care are offered at all times.
2. To ensure the delivery of these services also meets the highest operational standards set out by industry as best practice.
3. To continually strive for service improvements within your department.
4. To adhere to the core values of the hotel and to cooperate, assist & serve all other departments in the hotel
5. To handle concerns & complaints from customers in a professional and tactful manner.
6. To provide hands on delivery of advice & knowledge to customers.