

Hotel Porter Job Description

Hotel Porter – Grantley Hall

Location: Ripon, North Yorkshire

Salary: £20,800 (After Probation)

Closing date: 17 Jun 2021

About You

- Flexible approach to working hours as weekend work and early/late shifts are required due to the nature of the Hospitality Industry.
- Full, clean driving licence is desirable .
- Experience in a similar position in a luxury environment is desirable, however full training will be given.
- Excellent verbal and written communication skills and a polite etiquette essential.
- Excellent customer service skills with the ability to communicate at all levels.
- Use of own initiative with willingness to go above and beyond in supporting the wider Grantley Hall team.

Key Responsibilities

- To greet all guests with a warm and welcoming approach.
- To make any suggestions for guests entertainment, dining and any other engagements.
- To assist with the organisation of on site events, such as weddings or meetings
- To direct or show guests to hotel amenities throughout the duration of their stay
- To take guest luggage to the correct rooms adhering to the correct SOP's
- Giving guests a warm greeting when checking in to the hotel, offering help where needed to every guest.
- Park and retrieve guest cars as appropriate, securing the keys behind reception/in the concierge safe.
- Have a varied knowledge of the area, schedule arrangements for hotel guests such as carriages, reservations, route planning.
- Moving furniture and setting up rooms for events, ensuring the hotels 5 star standards are met.
- Ensuring the hotel lobby and surrounding areas are kept spotless, polishing reflective surfaces and dust free throughout.
- Maintain that the appearance, cleanliness and safety standards are adhered to.