

Job Title: Night Porter

Place of Work: **An Grianan Hotel, BURT**

Scope and General Purpose: To assume full control of all areas of the hotel from 23:00 to 08:00, ensuring the comfort and well being of the guest, in accordance with agreed performance standards.

Responsible to: General Manager/Bar Manager

Liaises with: Other management as and when required

Main Duties:

- To be readily available at all times to deal with a problem or a complaint.
- To ensure that late arrivals are checked in correctly via Protel and allocated a room without delay.
- To ensure that late arrivals are aware of facilities available at night.
- To ensure that the guest is reminded about breakfast and newspaper orders.
- To ensure that Room Service orders are prepared to the required standards and served promptly, professionally and courteously.
- To ensure that the night cleaning duties allocated are carried out
- To ensure strict security measures are in operation and no unauthorised person has access to any part of the hotel.
- To ensure that no unruly or rowdy behaviour persists and to take the appropriate measures in the event of unreasonableness by any guest or staff members.