THE BISHOPSTROW HOTEL & SPA

A LONGLEAT GROUP HOTEL

JOB DESCRIPTION

JOB TITLE: Hall Porter

DEPARTMENT: Front of House

REPORTS TO: Reception Manager

NATURE AND SCOPE OF JOB

To undertake guest greeting at the front of house and to room guests including the delivery of guests luggage to their room and to collect guest luggage from their room on departure. To provide a car valet service to guests.

RESPONSIBILITIES

- To be responsible for the smooth “check-in” and “check-out” of guests in accordance with the standards of the hotel and five star service.
- To efficiently and courteously “room” guests in accordance with the hotel standard and explain ALL room equipment and operating functions.
- To ensure every effort is made to meet guest needs, with all comments and complaints being actioned following procedures laid down by the Hotel and Company policies and procedures.
- To develop a local knowledge of the surrounding areas so as to be competent enough to recommend places of interest and to dine.
- To undertake daily checks of the front of the hotel for litter and debris and to clean as appropriate.
- To undertake regular cleaning of the door glass and associated door furniture to ensure the best possible presentation to guests.

- To have an understanding how to make and accept reservations for any of the hotels facilities in accordance with company policy.
- To be able to answer the telephone in accordance with hotels standards,
- To ensure a high level of security of guest's room keys, guest vehicle keys and departmental keys are maintained at all times.
- To ensure all Public areas and the front of house are kept to the highest standards of maintenance and cleanliness and are made as welcoming as possible.
- To liaise with the senior receptionist, when working on the "late shift", to ensure the correspondence for the following day is fully understood.
- To liaise with all departments to ensure effective and efficient communication at all times.
- To assist the F&B in greeting all lunch and dinner guests.
- To keep the Front of House Manager informed at all times of issues and guest requirements.
- To offer a personal service to guest and residents of the hotel and to maximize sales where possible.
- To comply with all Hotel and Company policies.
- To be aware of, and comply with, statutory requirements regarding the work place such as health and safety, hygiene, fire prevention, licensing and employment law etc.
- To carry out any other reasonable duty to assist in the smooth running of the hotel.
- To assist the Assistant and Front of House Manager in the daily operations of the department in accordance with the required departmental standards.
- To encourage staff to report Guest History information and to co-ordinate the input of such information into the computer system, giving feedback on departmental contributions.
- To attend training and development courses are required by the Head of Department.

SIGNED

Line Manager_____ Date_____

Jobholder _____ Date_____