

**Job Description**

<b>Job Title:</b> Day Porter	<b>Department:</b> Porters	<b>Reporting to:</b> Reception Manager
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<b>Aim of the role</b>
To ensure that arriving and departing guests are taken care of to the standards set by the company.

<b>Responsibilities</b>
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**Responsibilities**

- To ensure the efficient and safe transferral of luggage.
- To meet and see off all arriving and departing guests during shift.
- To ensure all arriving Hotel and Restaurant guests' cars are parked, if required.
- To ensure departing guests' car windscreens are washed.
- To ensure no guests are left waiting in any are of the Front Hall or public areas for an excessive amount of time (more than 5 minutes) without being spoken to.
- To assist with taking coats and returning them to arriving and departing Restaurant or Conference Guests.
- To ensure all public areas are tidy and set up at all times to the required standard.
- To ensure good ground floor cloakrooms are kept to the required standards throughout the day with the items being replaced as required.
- To set up and clear down the Terrace and Poolside areas to the required standards.
- To assist Reception in peak periods with guest enquiries, issuing of keys etc.
- Establishing a courteous, helpful and friendly attitude to all guests at all times.
- To ensure all messages are delivered to recipients promptly and according to their wishes.
- To be responsible for answering enquiries and assisting guests with queries, routes, etc.
- To carry our cleaning schedule as per instructions/standards.
- To assist guests with hire of golf clubs and bicycles.
- To assist in any area as required and perform any reasonable tasks as requested by Management.
- To make sure that Company Policy and the vision are followed at all times.
- To be fully aware of the Hotel's Fire Safety Procedures and Health & Safety regulations.

**THIS PERFORMANCE ROLE GUIDE IS NOT EXHAUSTIVE, NOR IS IT MEANT TO BE. ADDITIONAL ITEMS MAY BE INTRODUCED WHERE NECESSARY.**

As the current post holder of this Performance Role Guide, I confirm I have read and understood the duties of this role.

Name (please print) \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_