

Night Porter Job Description

Dooley's Hotel recruitment document



Job Title: Porter

Department: Front of House

Reports To: Operations Manager / Duty Manager

Location: Dooleys Hotel, Waterford

Employment Type: [Full-time/Part-time], [Permanent/Fixed-term]

Shift Pattern: Night shifts between 11 pm and 8 am, including weekends and public holidays

Role Purpose

To ensure the smooth and efficient operation of the hotel maintaining agreed service standards, emphasising security, cleanliness, and controls whilst on duty between 11 pm and 8 am.

Key Responsibilities

- To ensure all guests are checked in and out in a friendly manner.
- To ensure all guests checking in and out are offered the standard services, e.g. good portage, newspapers, morning call.
- Where appropriate to ensure guests are offered the facility of room service breakfast.
- To ensure that all morning calls requested by guests are recorded and ensure these calls are made precisely on time to the agreed standard.
- To ensure all room service breakfast during your hours of duty are served precisely on time and to the agreed standard.
- To ensure any other room service orders are served promptly and to the agreed standard.
- To take over the service of drinks in the Paddy Kirwin after the main bar has closed and to ensure these are prompt and efficient.
- To co-ordinate the booking of taxis for hotel guests, ensuring we charge for calls where appropriate.
- To ensure guest are not disturbed by noise from other guests or staff and to take immediate action where this occurs.

- To ensure telephones are answered to the agreed standard, responded immediately in a friendly and courteous manner as per standard.
- To receive a passover from reception when coming on duty to include:
 - a. Late checkouts
 - b. Late check-ins
 - c. Number of residents
 - d. Any VIP guests
 - e. Early morning calls
 - f. Any disabled, blind or deaf guests
 - g. Any early breakfast orders
 - h. Availability of rooms for early checking the next day
- To ensure all heating and lighting in all vacant bedrooms and function rooms are turned off.
- To ensure all fridges and the back door is locked.
- To ensure that all keys are signed in and locked into the key box each night.
- To ensure that all Function Bills have been completed/posted for that day's business.
- To carry out skills training for all staff to ensure that standards are consistent.
- To carry out a departmental induction of area for all new starters.
- To attend meetings of Training courses as required.
- Ensure all conference rooms are correctly set with equipment working as per the function list and are clean, adequately heating and ready on time.
- To receive a handover from the late duty manager and Receptionist.
- To give oncoming Day Porter, Receptionist complete handover of nights events.
- To ensure that security checks of all public areas, back of house area, fire exit and bedroom corridors are done regularly and times noted in report books.
- To ensure that all exits doors from the hotel are inaccessible from the outside (be aware that fire exits must open from the inside and are not blocked)
- To ensure guest complaints are dealt with effectively and courteously and passed over to Reception and the Duty Manager are logged.
- When finished off duty, ensure staff are not on the hotel premises and staff are not drinking alcohol.
- To promote good Customer Relations in all public areas of the hotel.
- Use any Personal Protective Equipment (PPE) provided for your safety. The requirements for the use of PPE are indicated in operating manuals and work procedures.
- Take reasonable care of your own safety and that of others affected by your action or omissions while at work.
- Report any defects in place, plant or procedure with might endanger safety. Reporting shall be, in the first instance, to your department head or in place manager on duty.
- Ensure not to misuse any appliance, equipment, PPE or other means provided for securing safety.
- Report accidents and near misses.
- Assist in the investigation of accidents
- To comply with Company Regulations regarding:
 - a. Fire
 - b. Health and Safety
 - c. Hygiene
 - d. Food Hygiene

- e. Customer Care
- f. Security
- To be aware of, understand and comply with your responsibilities as defined in the Health & Safety Statement and Staff Handbook.

Occasional Duties:

- During specific periods you may be required to assist in other areas, i.e. Bar/Banqueting.
- To carry out any other duties outside your regular daily/weekly routine tasks but within the overall scope of your position.
- To attend meetings/training sessions as required.

Required Skills & Experience

- Previous experience in a similar role is preferred.
- Excellent customer service skills.
- Strong communication and interpersonal skills.
- Ability to work independently.
- Strong organisational skills and attention to detail.
- Ability to work under pressure in a fast-paced environment.
- Ability to work effectively as part of a team.
- Knowledge of hygiene and safety standards.

Qualifications

- A Secondary School diploma or equivalent is preferred.
- Right to work in Ireland required.

Physical Requirements

- Ability to stand and walk for extended periods of time.
- Ability to assist with luggage handling and room setups.
- Ability to bend, stoop, and reach.

What We Offer

- Competitive salary and benefits package.
- Opportunities for training and development.
- A positive and supportive work environment.
- Employee discounts on hotel services.

Measures of Success

- Guest satisfaction scores.
- Positive feedback from colleagues and management.
- Adherence to company policies and procedures.
- Contribution to team goals.
- Effective cash handling and POS operation.