

Nights Team Member

Job Description and Person Specification

Position Details

Position: Nights Team Member	Department: Reception	Reporting to: Night Manager
Salary: Up to £18532.80	Contract: Permanent	Hours per week: 40 per week 5 out of 7

Overall Objective:
To ensure that all customer needs are met and that their expectations are exceeded

Job Description	Person Specification
<p><u>Main Objectives</u></p> <ul style="list-style-type: none"> • To work within a team to deliver the operational needs of the Hotel during the night • To meet and exceed guest expectations through consistent delivery of service levels in line with brand requirements • To be the main point of contact for Guests dealing efficiently with any requests, enquiries and any complaints <p><u>Summary of Duties</u></p> <ul style="list-style-type: none"> • To welcome (check in) all arriving guests to the required minimum standard • To bid farewell (check out) all departing guests to the required minimum standard • To handle all telephone calls, including external and internal for in-house guests, enquiries and other departments • Taking care of the front desk float, main safe and being fully responsible for all transactions carried out during your shift • To record and report maintenance and security issues, raised by guests or employees and follow up where appropriate • Act in accordance with all health and safety, Hotel and Stadium security, Emergency procedures and manage the instigation of these, as required • To conduct general administrative duties using microsoft office, internet explorer, the hotel property management system, etc • Completing daily and weekly cleaning task • Support in setting up conference rooms when required • Assisting other department as necessary • Preparation and delivery of Night In Room Dining 	<ul style="list-style-type: none"> • Operating the hotel's late bars when required • Attend appropriate training courses, when require and assist with the night team's training and development efforts • You will be required to carry out the night room service preparation of food and beverages and the collection of room service trays • As Night Porter you will be completing the daily security walk making sure the building is fully secured <p><u>Essential</u></p> <ul style="list-style-type: none"> • Have the ability to work as part of a team and on own initiative • Have excellent personal presentation and verbal communication and listening skills • Have a passion for delivering exceptional customer service with a 'can do' attitude • Be flexible, motivated and committed • IT skills • GCSE English and Maths grade C or above (or equivalent) <p><u>Desirable</u></p> <ul style="list-style-type: none"> • Previous hotel reception experience working nights • Experience in a customer service environment • Previous experience in cash handling
Reference:	Closing date: