

Job Description for a Night Porter.

22 Bath Road, Bournemouth, Dorset BH1 2NS
Tel 01202 291266 Fax 01202 291854
E: enquiries@ramadaencorebournemouth.co.uk

Job Title: Night Porter
Responsible to: General Manager/Senior Assistant Manager
Hours: 40 Hours per week according to rota will include weekends.
Scope and Purpose: To provide a friendly efficient service to the guests and visitors of the hotel in line with the Ramada Encore Standards. To offer a service which exceeds the Clients expectation.

STANDARDS.

Ensure you are on time for every shift, in correct uniform and ready to work.
Standards of personal hygiene and grooming are adhered to at all times.
Attend all training as requested.
Ensure all policies of the hotel are adhered to.
Report any maintenance problems to Maintenance staff or duty manager.
Ensure good relations are kept between fellow staff, other colleagues and guests.

DUTIES.

Perform end of day on the front office system and Z and bank the PDO's distributing the reports to the correct departments.
Carry out security rounds every hour ensuring all windows and doors are secure.
Keep a watchful eye for any suspicious people or packages that arrive in the hotel and report it to the Duty Manager in the morning documenting the incident
Develop a complete knowledge of all hotel facilities including restaurant and coffee shop.
Ensure newspapers/messages/packages/faxes are ordered and delivered on arrival to the guests rooms.
Ensure all public areas are kept clean and tidy. Hub area hovered and mopped accordingly nightly
Carry out any work left by the duty manager
Clean the bar pipes and restock the bar as necessary
Clean and restock the coffee machine
Serve any guests that require breakfast before 0700
Ensure the breakfast buffet is ready to open for 0700 each day
Assist guests with any information they may require.
Serve and clear bar drinks, tea, coffee and sandwiches as required through the night
Make sure all equipment from the floors is cleared and ensure they are being stored in the correct place.
Be sensitive to wastage, breakages, and revenue generation
Ensure storage of all equipment is safe and secure and in line with the Ramada Encore Health & Safety policies.
Ensure that fire regulations are maintained by making sure that fire exits are not blocked, particularly by housekeeping
Have a full understanding of the hotels fire procedure and undergo training every six months
Regularly check all electrical equipment for any faults and report immediately if any need repairing or replacing.
Carry out any reasonable request made by the General Manager to ensure the smooth running of the hotel.
Attend appraisals as requested by the General Manager or Senior Assistant Manager
Attend job chats and appraisals. Notice of these will be given in advance.
Deal with any complaints as necessary, completing relevant paperwork
Maintain staff welfare and morale, promoting fairness and equal treatment of all staff in line with current policies and Ramada Encore standards

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STAFF RESPONSIBILITIES

Ensure a list of "jobs to do in quiet periods" is kept up to date and acted upon accordingly.

Display hospitality skills when dealing with guests and staff.

Ensure any tasks that involve heavy lifting are done complying with the current Ramada Encore Standards.

Ensure timesheets are completed and handed in correctly and lateness, sickness and absentism documented correctly. Breaks to be documented.



Application for Employment as a Night Porter.

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These pages are to be complete by all Applicants.

TITLE MR/MRS/MS/MISS

SURNAME..... FORENAMES.....

ADDRESS.....

.....POSTCODE.....

TELEPHONE HOME.....WORK.....MOBILE.....

EMAIL.....

DATE OF BIRTH.....NATIONALITY.....

For Non-EC Nationals

Dates you expect to be in England: From.....To.....

Do you have a current work permit? Yes/No If yes, what type and number?.....

Are you attending college/school in the UK? Yes/No

If yes, name and location of college/school.....

Do you have any criminal, civil or military convictions or prosecutions pending? Yes/No

If yes, please give details.....

Should any undisclosed unspent convictions come to light we reserve the right to consult with 3rd parties in relation to the withdrawal of your application or employment.

Medical Details

Have you ever suffered from the following:

Dermatitis Yes/No Heart Disease Yes/No Epilepsy Yes/No
Diabetes Yes/No Asthma Yes/No

Have you ever had a serious injury or operation within the last 3 years, causing you to be off work for 2 weeks or more?Yes/No

Do you have any permanent, recurring or underlying medical conditions? Yes/No

Do you have any special needs to enable you to work? Yes/No

Please give further details where you have answered yes to any of the above questions

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Employment Record (If you are attaching a CV please don't complete this part of the form.)

Employers Name & Address Job Title Dates From/To Salary Reason for Leaving

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School/College	Education Dates From / To	Qualifications & Grades
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Other Qualifications /Achievements / Certificates (i.e. Food Hygiene, Driving Licence, First Aid, etc).

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Languages Spoken (How Fluent?)

Hobbies & Interests

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References

Give details of at least 2 people we can contact for a reference, with name, full address and phone number. We will contact your present employer once employment has been offered by us and you have accepted it.

Name	Position	Address	Tel No
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Questions

Please give us a brief explanation of your previous hotel experience.

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As a night porter you will be asked to work from 11pm until 7am, Are you happy to do this? Yes/No

Are you able to work Fridays and Saturdays Yes/No

If you are on a course and are unable to work specific days/hours per work please list them below.

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Declaration

I understand that should my application or any day's trial be successful I will have to work for 3 months on an assessment period before becoming a permanent member of staff and beginning to accrue holiday pay entitlement. During this time I understand that no notice is required by my employer or myself to terminate employment.

I understand that if I am a Non-EC National I will be required to produce a current work permit before starting work.

I confirm that the information detailed in this application to the best of my knowledge is accurate and true, understanding that any misrepresentation of facts or material omission thereof may be cause for dismissal.

I agree to obey all conditions detailed in Staff handbook and understand that Zoro Hotel's Ltd operates an Equal opportunities Policy and a Zero tolerance of Drugs policy.

I authorise Zoro Hotel's Ltd to take up references as necessary in connection with my application for employment.

Signed..... Date.....

Please note that if we have not contacted you in 2 weeks, then you have been unsuccessful this time round, but we would like to keep your details on file if any future positions become available. If you would prefer we did not do this please tick here. ____