



Night Porter

Closing Date: 14/08/2021

Description:

Deckers Group are proud owners of exciting places in the North West including The Royal Toby Hotel, Cenetta Ristorante and The Rhyddings Suite Function Venue. Alongside the retail estate are The Deckers Group wholesale drinks and ancillary products. As a family run business, our philosophy is to invest in the people who make our businesses special.

Responsibilities:

The Royal Toby Hotel are currently seeking a Night Porter for a 10pm to 8am shift. Initially we have 2 -3 nights per week available (usually Sunday / Monday / Tuesday), but you will be flexible and able to cover ad hoc additional shifts and holiday cover.

Working alone our Night Porters work in a fast paced and sometimes challenging environment and are key members of our front of house teams.

You will be responsible for security checks during the night and will act as Fire Marshall and First Aider (Training will be provided)

Reporting to the Hotel Manager you will:

- Check guests in and out and settle account
- Deal with enquiries (face to face and telephone) and take bookings using our reservation system Rezlynx
- Resolve guest issues
- Be hands on (this can be a physically demanding role) including delivering room service and assisting guests with luggage
- Ensure all guests expectations are met during their stay and provide amazing hospitality to our guests

You must have significant experience in a hotel night porter role, have good IT knowledge and confident manner with guests and members of the public. Candidates with experience using Rezlynx Reservation system will be highly regarded

Benefits:

Great career progression

Details:

Rate of Pay: Competitive

Working Hours: TBC

Contract Type: Full Time, Permanent

If you're interested in this role, please contact:

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