



Night Porter

Closing Date: 24/09/2021

Description:

Stock Exchange Hotel is currently recruiting for a Night Porter to join our Front of House Reception Team.

Stock Exchange Hotel is located within the heart of central Manchester. Set within the former home of Manchester Stock Exchange; every detail has been meticulously considered to create our luxury, boutique accommodation and capture the spirit and heritage of the building.

Responsibilities:

Our night receptionists are at the core of our business. Your main responsibility will be to contribute to the guest journey from welcome to farewell and take steps to ensure guests have an extraordinary stay.

The ideal candidate will have previous experience in a similar role, will have an absolute commitment to delivering exceptional customer service, a charismatic personality and a natural flair for creating memorable experiences with all of our guests. This role will consist of four days on and three days off. However, the ideal candidate will have full flexibility to work five days per week when colleagues are on annual leave.

A Night Porter contributes to the first impressions of our guests and, therefore, must perform the following tasks to the highest standards:

- Achieve positive outcomes from guest queries in a timely and efficient manner
- Ensure that both the Night Manager and Night Reception Supervisors are kept fully aware of any relevant feedback from guests and, or, other departments
- Demonstrate a high level of customer service at all times
- Attend appropriate training courses, when required, and assist with the Night Team's training and development efforts
- Ensuring that all public areas are clean
- Demonstrate a knowledge of hotel room categories, room rates, packages, promotions and other general product knowledge necessary to perform daily duties
- Maximize room occupancy and use up-selling techniques to promote hotel services and facilities
- Follow company brand standards
- Assist other departments, as necessary

Benefits:

- Fantastic employee/ friends and family rates across all GG Hospitality properties with 50% off food during your stay
- Employee/ friends and family rates across all Marriott brands
- Employee/ friends and family rates across the Small Luxury Hotels of the World brands
- Rewards for Employee Milestones, Employee of the Month, Most Guest Mentions incentives
- Access to the Perkbox website and app

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

Email: margaret.bartnikiewicz@gcemployment.uk
Tel: 07503620815



The
Growth
Company

Talent Hub marketingManchester

-Discounts on travel
-Meals on shift
-Complimentary dry cleaning
-Access to Hussle app - Money off gym members including digital fitness offerings

Details:

Rate of Pay: Competitive
Working Hours: TBC
Contract Type: Permanent, Full Time

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