

# MIDLANDS PARK HOTEL

## The Midlands Park Hotel is Currently Recruiting for a Night Porter.

*The Midlands Park Hotel is growing from strength to strength and is excited about re-opening our doors to create incredible experiences for our guests.*

### Why Work at the Midlands Park Hotel?

Our mission is.

**We will relentlessly focus, in equal measures, on creating a caring environment for each other; while we deliver exceptional care and experience for our guests.**

The Hotel greatly invests into our team to ensure that they are an employer of choice in the area. Over the past year employees have been promoted in all departments within the hotel and there has also been investment in training courses in areas such as Management Training, Supervisory Management Training and Customer Excellence with Failte Ireland to name a few.

### The Perks of the Job?

- Free membership to our wonderful Leisure Centre and 22m Pool.
- Career Progression and Development.
- Free Meals on Duty
- QQI accredited Training and Development
- Employee Engagement Events – Xmas Party, Summer Drinks, Quiz Nights, etc.
- Educational Assistance.
- Reward Scheme for Team Members.
- Recognition - Employee of the Month
- Employee Voice – All Levels of Lean Management Training.
- Uniform provided.
- Staff Room Rates in our Sister Property the Riverside Park Hotel

### Job Description

**Position Title:** Night Porter

**Reporting To:** Head of Department - Management

#### Job Purpose:

To ensure that all guests receive a warm, memorable, and personalised welcome at the Midlands Park Hotel. Setting the scene for their stay and ensure that guest needs are anticipated and that any requests are actioned. Complete tasks accurately and within given deadlines. Be responsible for the security of the hotel and its guests overnight, and to support the breakfast team.

Duties include:

- Living to and embodying the Midlands Park Hotel Values
- Achieving the Midlands Park Hotel core competencies
- Always providing a calm, professional manner.
- Security of building & guests
- Serving drinks in the bar
- Setting up restaurant for breakfast
- Maintaining the highest levels of cleanliness
- Taking guests calls and supporting the reservations desk.
- Use of accommodation software.
- Being able to stand for long periods of time.
- To be able to provide self-autonomy and work well in a team.

Must be customer service focused We are looking for someone who is able to work from 11pm until 8am approx. Your duties will include keeping the outside and public areas of the hotel clean and tidy as well as preparing for the following day's events. This will include setting tables, tidying and general maintenance as well as any guests needs throughout the night.

MAIN RESPONSIBILITIES:

- Ensure that the service offered by all team members is personal and memorable. That guest needs are anticipated, and requests followed up. Build relationships with guests, ensuring that they receive exceptional guest care at the Midlands Park Hotel
- Ensure good communication with all departments throughout the hotel.
- Handle, follow up and communicate any comments or complaints. Pass on to relevant Managers if unable to handle.
- Be familiar with and promote hotel facilities and attractions within the location. Assist guests with any requests e.g., information, making bookings, directions.
- Ensure that all tasks are completed on each shift that a full and thorough handover takes place at the end of the shift.
- Ensure you have a well-founded understanding of all Hotel regulations.
- Tour all areas of the hotel on a regular basis and report irregularities to relevant department heads, and engineering.
- Ensure all access to the hotel is secure as required by hotel policy and procedure.
- Perform any related security duties as required overnight.
- Complete all incident reports and distribute to relevant departments.
- Record any unusual occurrences or problems arising to the Duty Manager and take appropriate action.
- As a team, ensure that guest areas and offices are always clean and tidy.
- Ensure that wake up calls are made promptly.
- Order and deliver newspapers.
- Be fully aware of all daily and weekly events in the hotel.
- Serve guests at the resident night bar ensuring accuracy by checking key cards and having guest to sign bill.
- Report any faulty equipment to the relevant persons.
- Be familiar with current licensing regulations.
- Report for duty punctually in the correct uniform, paying attention to personal hygiene and tidiness.

- Help to maintain a good working environment within the department and good working relationships with all other departments in the Hotel.
- Give assistance to other departments as and when necessary, carry out any other reasonable requests made by the on General Manager or Duty managers.
- Accept reasonable changes or additions in work hours, which are necessary for the maintenance of uninterrupted service to hotel guest and patrons.
- Attend meetings and training sessions as and when required. Health and Safety • Report all potential and real hazards immediately.
- Be fully conversant with all departmental Fire, Emergency and Bomb procedures.
- Attend all fire, health, and safety training
- Ensure the safety of the persons and the property of all within the premises by fairly applying Hotel Regulations, by strict adherence to existing laws, statues, and applicable ordinances, and reporting any possible hazards and conditions to the Manager.
- Have a general awareness of Health and Safety in relation to all tasks and activities undertaken in the department.
- Re-use and recycle where possible

**If you would like to join our team please email your CV to  
[hr@midlandsparkhotel.com](mailto:hr@midlandsparkhotel.com)**