

Job Description

Position	Conference and Banqueting Porter
Department	Conference & Banqueting
Reports to	Manager on Duty

Job Purpose

The C&B porter for the Midlands Park Hotel must be energetic, positive and thrive in a fast-paced environment. This role requires a high level of energy and communication to deliver award winning levels of service effectively and efficiently to our fabulous guests. The position will require the C&B porter being comfortable standing for long periods of time, moving equipment and managing a busy shift whilst engaging with all our guests and team.

To ensure that all activities within the Conference & Banqueting Department run efficiently on a day-to-day basis with a particular importance on communication skills, customer satisfaction, fellow staff satisfaction, equipment maintenance and adhering to company policies, procedures, and standards.

Main Duties

- Live to and embody the values of the business
- Demonstrate and promote our Vision, Mission and Values
- Achieve the Midlands Park Hotel Competencies
- To use effective communication within your team

Responsibilities

- ❖ To ensure all conference delegate requirements are provided efficiently including equipment and food and beverage refreshment breaks.
- ❖ To ensure that all meeting rooms are set up for the next meeting or event correctly as per the function sheet as soon as it has been approved by conference and events.
- ❖ To ensure that all meeting and function rooms are cleared as soon as possible after an event or meeting is finished and that all food and beverage is removed from all conference areas prior to the end of conference shift.
- ❖ To ensure that all areas in the conference and banqueting department are tidied and cleaned to the required standards.
- ❖ To ensure that all syndicate rooms are cleaned and vacuumed throughout the day.
- ❖ To liaise with the conference and events during the day regarding any changes.
- ❖ To ensure effective communication with other departments in the Hotel.
- ❖ To brief all porters taking over your shift on the upcoming meetings and events and ensure that they are fully aware of all the requirements of the meetings and events in the hotel.
- ❖ To carry out duties to assist other departments including and not exclusive to the following:
 - Room service when required.
 - Guest luggage when required.
 - Assist guests with any queries or maintenance issues they may have.
- ❖ To report any maintenance problems to the relevant department.
- ❖ To ensure that the Porters store is always maintained in a clean and orderly fashion and is fully stocked.
- ❖ Local Knowledge of the town history and hotel history.
- ❖ To participate in training provided by the company.
- ❖ To assist with any reasonable duties as directed by a supervisor or manager.
- ❖ To establish and promote excellent relations with guests ensuring their expectations are always met.
- ❖ To promote a sense of team spirit within the Conference department and with all other departments.
- ❖ To ensure all aspects of conferencing and standards of presentation and service are maintained.
- ❖ To be flexible regarding working hours to handle any unexpected requirements.
- ❖ To wear the correct, clean uniform always, including footwear and name badge and adhere to the dress and appearance standards as set out by the hotel.
- ❖ To adhere to the health and safety regulations as set out by the hotel.
- ❖ To be fully aware of, and adhere to, the fire evacuation procedures.