

## Vacancy Information Sheet

<b>Employer details Including address</b>	Pullman Liverpool Kings Dock L3 4FP
<b>Job title</b>	Night Porter
<b>Rate of Pay</b>	<p>£18,618 pa plus a generous benefits package inclusive of:</p> <ul style="list-style-type: none"> <li>• Complementary car parking</li> <li>• Complementary use of the hotels gym</li> <li>• Complementary lunch and dinner</li> <li>• Global hotel discount scheme</li> <li>• Wagestreaming service</li> <li>• Employee assistant programme</li> <li>• Staff events</li> <li>• Love to shop voucher reward scheme</li> </ul>
<b>Contracted Hours/ Working Pattern</b>	40 hours per week, 5 nights 10:40pm – 7:15am
<b>Job Description</b>	<p>The 4-star Pullman Liverpool Hotel is located at Kings Dock on Liverpool's world famous waterfront. Boasting an incredible location in the heart of the city, this hotel truly is a Jewel in the Accor brand portfolio. Pullman is a stylish and in tune luxury brand with a focus on inspiring a new generation of business travellers and business leaders. Hyper-connected and sophisticated explorers, every day they invent new ways of doing business worldwide. The world is their playground and every moment is an opportunity. Their life is a mix of business and pleasure, a balance of efficiency and personal well-being.</p> <p>As Night Porter, you will be part of a team responsible for the safety and welfare of guests and staff throughout the night as well as ensuring a professional and efficient service is delivered. Support the hotel's front of house function during the night shift; to perform front office, reception and information operations, applying the organisational operational procedures as defined by the Night Manager and Reception Manager. To promote the Pullman brand philosophy through an exemplary attitude, behaviour, appearance and communication skills. To take care of guests from their arrival through to their departure. As a Night Porter with Pullman Liverpool, you will have a keen interest in customer service and a passion for hospitality.</p> <p><b><u>Main Responsibilities</u></b></p> <p>Working in a busy environment you will be expected to carry out the following tasks to the best of your ability:</p> <p><b>PEOPLE:</b></p> <ul style="list-style-type: none"> <li>• To be present and visible in the lobby and easily identifiable by guests as the person to whom they should go to</li> <li>• Anticipate guest needs and take them into consideration. Handle guest requests for information and provide answers, putting them in contact with the appropriate people</li> <li>• Handle any customer objections, comments or complaints; providing a response as soon as possible while the guest is still at the hotel</li> </ul>

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- Collect and input information on guests, to improve future visits to the hotel
- Process late & early check outs in compliance with BRAND STANDARDS AND UPHOLDING Heartist behaviour.
- To be committed to continual professional development

### **PROFIT:**

- To promote the hotel and identify upselling opportunities. Help meet the departments targets through sales effort
- Ensure that all soft benefits are offered to each ALL member accordingly and targets are met
- Strive to reduce 3<sup>rd</sup> party bookings by showcasing the benefits of ALL and striving to drive ALL memberships.

### **PRODUCT:**

- Assist where required with food and beverage service
- Assist and oversee the entire Front Office operation to maintain high standards
- Complete Night Audit duties
- Understand and demonstrate correct procedures regarding the acceptance of foreign currencies, credit cards and cash in accordance with the hotel credit policy
- Manage record and promptly resolve issues or emergencies that arise
- Demonstrate current knowledge of hotel products, services, pricing and policies, as well as knowledge of the local area
- Act in accordance with all security and emergency procedures and manage the instigation of these, as required
- Compile adequate handover to Early Duty Manager
- Attend appropriate training courses, when required, and assist with the Night Team's training and development efforts
- Act in accordance with policies and procedures when working with front of house equipment and property management systems
- Conduct Health and Safety Checks and Night Walks, and maintain a good status awareness of all hotel areas

### **RESPONSIBLE BUSINESS:**

- **To ensure ALL Safe & COVID-19 compliance in every activity undertaken**
- Ensure that the workplace remain clean and tidy
- Ensure compliance with local laws and safety regulations
- Know and apply the hotel's safety regulations (in case of fire etc.)
- Ensure the safety of people and property
- Respect the hotel's commitments to the "Environmental Charter- Accor Planet 21" (saving energy, recycling, sorting waste etc.)
- Will undertake reasonable duties as dictated by Reception and Night Manager.

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<b>Minimum experience and/or qualifications</b>	<p>To successfully fill this role, you should maintain the attitude, behaviours, skills, and values that follow:</p> <p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Customer service experience, preferably in a luxury hotel environment</li> <li>• Commitment to and passion for delivering a high level of customer service</li> <li>• Positive and welcoming attitude</li> <li>• Excellent communication skills</li> <li>• Exceptional interpersonal skills</li> <li>• Extremely well organised with attention to detail</li> <li>• Ability to work on your own and as part of a team</li> <li>• Resilient and flexible to respond to a variety of work situations</li> <li>• Self-motivated and enthusiastic</li> <li>• Excellent grooming standards</li> <li>• Must speak fluent English. Other languages preferred</li> <li>• Competent use of all the Microsoft suite products</li> <li>• Experience of working with Opera is preferential</li> <li>• Understanding of Health and Safety in the workplace</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Previous experience in the hotel industry</li> <li>• Fluent in a second language</li> <li>• Previous experience with Front Office Management Systems in particular Opera</li> <li>• Previous experience with cash handling</li> <li>• Previous experience of a catering environment and current food safety certification</li> </ul>
<b>Additional Information</b>	
<b>How to apply</b>	<p>To apply please send you current CV to Carlos Leal Night Manager:  <a href="mailto:h9227-fo3@accor.com">h9227-fo3@accor.com</a></p>
<b>Closing Date</b>	No closing date