

Hotel Porter



Can also be called: Concierge - Reception, Concierge, Bellman, Bell Captain, Bellhop, Bellperson, Bell Staff, Bellman Driver, Bellstaff, Valet, Doorman

Salary: From £11-15k per year

Duties you may be required to do:

- Maintain a safe, hygienic and secure working environment
- Maintain Customer Care
- Contribute to effective teamwork
- Distribute and dispatch mail
- Enter and find data using a computer
- Receive, move and store customer organisation property
- Collect and deliver items for customers and staff
- Find and store files in a paper - based system
- Give customers a positive impression of yourself and your organisation
- Identify and provide tourism related information and advice
- Deal with the arrival of customers
- Prepare and print documents using a computer
- Record, store and supply information using a paper-based filing system
- Handle mail and book external services
- Resolve customer service problems
- Promote additional services or products to customers

Skills you need for the job:

- Literacy
- Numeracy
- Communication (informing others, listening to instructions, passing on messages)
- Customer service skills
- Works effectively under pressure
- Effective team member (keeps others informed, reports issues)

Expected behaviours:

- Good eye for detail
- Good with people
- High standard of personal presentation, punctuality and initiative.
- Polite and helpful
- Responsive and enthusiastic
- Positive approach to dealing with people

There are lots of opportunities to progress in your career by working towards recognised qualifications whilst at work. More information on job roles and training courses can be found on the People 1st careers site “UKSP” (www.uksp.co.uk).

UKSP

UKSP is a unique website providing information, advice and guidance for a career in hospitality, leisure, travel and tourism. At the heart of this is an interactive career map giving access to information on job profiles, qualifications and courses.