



NIGHT PORTER

The Night Porter will keep the hotel running overnight. You will be responsible for performing basic front desk duties, checking and correcting the hotel's guest ledger, and ensuring that cash, cheque or credit card payments have been collected as necessary. Do basic public area cleaning, pool test. Set-up breakfast area for guests. In addition, you will be required to make effective decisions by using sound judgment in guest related situations. The ideal candidate will be committed to ensuring that guests experience maximum satisfaction, presenting an excellent image of Comis at Mount Murray that leaves a lasting impression.

Key Responsibilities

- Perform basic data entry tasks with the use of a computer
- Check in late arrivals, early check outs
- Make reservations for consumers who call into the hotel
- Assist guests with various needs such as providing towels, room service and more
- 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 estate. Assist guests with any requests e.g. information, making bookings, directions.
- Tour all areas of the hotel on a regular basis and report irregularities to relevant department heads.
- Assist with cleaning of general areas overnight.
- Assist with breakfast set-up for hotel guests
- Ensure you have a well-founded understanding of all Hotel regulations.
- Ensure all access to the hotel is secure as required by hotel policy and procedure.
- Complete all incident reports and distribute to relevant departments.
- Record any unusual occurrences or problems arising to the Duty Manager and take appropriate action.

Additional Responsibilities

- Key Responsibilities
- Perform basic data entry tasks with the use of a computer
- Check in late arrivals, early check outs
- Make reservations for consumers who call into the hotel
- Assist guests with various needs such as providing towels, room service and more
- Handle, follow up and communicate any comments or complaints. Pass on to relevant Managers if unable to handle.
- To work with Head of Departments and other colleagues to ensure the hotel is compliant with all current Health & Safety legislation.

About You

- Customer service attitude and excellent communication skills
- Candidate must have a minimum of 3 years of experience
- Demonstrated ability with regard to computer skills, including experience using hotel booking programs
- Diploma or degree in Hospitality management preferred
- Organised and able to handle a variety of requests
- Commercially focussed
- Become competent using the reservations and payment system
- Complete relevant training within the hotel as necessary

Why Join Us?

We offer a competitive salary and benefits package, together with the opportunity to be part of a growing Isle of Man business. Benefits include:

- Hotel discounts
- Free staff uniforms and duty meals
- Employee recognition schemes
- Birthday vouchers
- Participation in service charge distribution
- Free on-site parking
- Learning and development opportunities

The role is full-time, 40 hours per week. This does include evening shifts, weekend work and bank holidays as required. Shift patterns to be advised by your line manager

STRICTLY NO RECRUITMENT AGENCIES

APPLY NOW!
Submit your CV to HR@comishotel.com