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Night Porter

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Company: Seaham Hall Location: Seaham Category: other-general

Role: Night PorterLocation: Seaham Hall, County DurhamResort information: https://www.seaham-hall.co.uk/Salary:£24,500 plus share of service charge (approx. £2k per annum for full time employees)Hours: 40 hours a week working 4 x 10 hour days, four on and four off on rotation, this willinclude weekends & bank holidays.Relationships: General Manager, Operations Manager, Reception TeamOur Mission: 'Create the ultimate in Northern hospitality captivating the most memorableguest experiences. Human Connection, Personal Experience, Brand Evolution and Locationpitch us at the top level of personal hospitality'Our Motto: ' Emotive Hospitality at our Core'

We are actively seek **Night Porter** who will be responsible for the Hotel, the guests and the operation during the night period and to ensure the safety and security of all guests and team members.

Benefits

Inclusion in charity events and fundraising

Workplace wellness programme, access to fitness suite (off peak timings)

In-house training will be provided as part of your induction

Exciting opportunity to be a part of an award-winning business with many accolades including gold winner at the North East England Tourism Awards 2024, 2023 and 2022, gold winner for Small Hotel at Visit England Awards 2022 and voted North of England Hotel of Year 2023 by Sunday Times, Best Boutique Spa 2023 - Boutique Hotelier, Good Spa Guide Best for Guest Experience 2023, Hotel Spa of the Year Western Europe & Scandinavia 2022 World Spa & Wellness, Spa Team of the Year 2022, Boutique Hotelier

Reward and recognition scheme, including Hospitality Rewards, B&Q discount card

Be part of our Sustainable Team scheme, prioritising people and planet

Up to 20% team member discount off gift vouchers and spa experiences

Uniform provided

Free onsite parking

Monthly and annual team incentives and reward schemes including employee of the month and a share of service charge approx. £2k a year for full time employees

Main Responsibilities

Lots to do but lots of fun

The Night Porter will be responsible for;

The Hotel and its residents during the shift

Maintaining and enhancing luxury standards at all times

Running Night Audit process and checking bills for guests

Night bar and Room Service

Running all emergency evacuations and procedures as per the standards

Answering any guest queries or questions

Security of the property and the guests

Answering the phone

Checking guests in and out of the hotel

Adhering to all health and safety regulations

Maintaining standards of Cleanliness within the hotel

Reporting of any maintenance faults

Demonstrate good attention to detail

The Ideal Candidate

Are you right for us?

You will have ...

Outstanding customer service skills

Previous experience in a similar operation

Excellent customer service techniques

A responsible and detail-oriented approach to tasks

Ability to work alone

To have a great personality and be genuine, approachable and attentive.

Excellent spoken English.

Computer skills.

Positive attitude

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