

## Night Porter - Guest Services Executive

### JOB PURPOSE:

To provide out of hours cover (8pm-8am ), as well as guarantee an excellent level of service to guests arriving, staying and leaving Farnborough Serviced Apartments. To minimise and resolve out of hours issues in the Thames Valley properties, including dealing with guests queries, questions or complaints with the utmost professionalism and in the quickest time possible. Communication with the 'day' receptionists as well as Apartment and Assistant Apartment Managers is of paramount importance.

You will report to the Apartment Manager and Assistant Apartment Manager

### KEY RESPONSIBILITIES

**Customer Service:** achieve excellent levels of guest satisfaction to ensure feedback targets are attained and repeat business is maximized.

- Meet and greet arriving guests. Provision of keys and show to apartments.
- Out of hour responsibility of the Farnborough Serviced Apartments reception. Answering the telephones in accordance with SACO company standards. This will include dealing with calls to/from guests, message taking and transfer of calls.
- Use of in-house reservations system and client database to make and check reservations when required.
- Encourage all guests to complete guest feedback questionnaires.
- Respond to any issues or complaints guests may have during their stay, ensuring remedial action is taken where applicable.
- Taking messages and passing over information to those on shift for the next working day
- Handling requests and taking payment for ancillary services e.g. parking, broadband and breakfast packs
- Taking cash/card payments and adding 'extras' to existing bookings on the SACO reservations system
- Carryout tasks left from previous day shift throughout the Night shift. Apartment checks, preparing paper work, cleaning/tidying public areas, offices and back of house.
- To be able to guarantee that priority is given to any emergency, so that staff and guest safety is of utmost importance.

**Maintenance:** ensure apartment downtime is minimized to ensure targeted levels of occupancy are achieved.

- To deal with minor maintenance issues quickly and efficiently.
- Reporting issues for the Farnborough Serviced Apartments property to the Apartment Managers as well as leaving messages for external contractors to be contacted as appropriate the following working day.
- Ensuring that the apartments are delivered to the required standards liaising with the housekeeping staff as required. Re checking apartments as required; inventory & appliance checks as required
- Ensuring the reception area, offices and building (including external areas) are tidy and welcoming at all times.
- Routine building checks/floor checks through-out the shift.
- Make regular stock checks and maintain store rooms in a tidy fashion. Receive and check deliveries and store correctly.
- To understand H&S procedures in all locations, so that if required can be responsible for weekly, monthly or annual checks & procedures, and the documenting and filing of them.

**Teamwork:** To ensure two-way flow of information, from night to day shift

- Liaise with, and handover to, other members of the team to ensure the smooth running of the operation.
- Ensure handover is completed smoothly and any outstanding items passed on to the next shift.
- Provide constructive and positive input at team meetings.
- To attend training sessions as required.

### **EXPERIENCE**

- Previous customer service experience preferably in the hospitality industry would be desirable
- Experience as a night porter and or/experience of working on a front desk in a hotel or similar environment would be advantageous.
- A good understanding of Farnborough/TV area would be an advantage but not essential
- A full driving licence and car would be advantageous

### **Skills**

- Communication
- Attention for detail
- Planning & organising
- Customer Focus (ext/internal)
- Sales ability

### **LOCATION**

Based at Farnborough Serviced Apartments

Shifts are organised on a 9hr, 4-day on/4-day off basis in conjunction with other team members to ensure cover is provided at all times. Weekend working will be required and the nature of the role will require a high degree of flexibility particularly at busy periods. Travel between SACO locations is a key requirement of the job

Salary: £16,500