

Job title: Hotel Porter

### Core information

<b>Location:</b> The Odney Club	<b>Profession:</b> Hospitality
<b>Reports to:</b> Guest Service Manager	
<b>People Management:</b> No <b>Assignment Management:</b> No	
<b>Partnership Level:</b> Partnership level 9	<b>Manager's Partnership level:</b> Partnership level 8
<b>Number of direct reports:</b> None	<b>Partnership level(s) of direct reports:</b> None

### About the John Lewis Partnership

The Partnership is the UK's largest employee-owned business and home to our two well-loved retail brands - John Lewis & Partners and Waitrose & Partners, as well as expanding into new areas beyond retail.

We aren't an ordinary business though. The Partnership is different because everyone who works here isn't just an employee. We are Partners, with a shared responsibility for our success, and we share the rewards when we're successful.

Everything we do is powered by our unique purpose: **Working in Partnership for a happier world.** Our Purpose inspires our principles, drives our decisions and acts as our guide, so that everything we do contributes to Happier People, Happier Business and a Happier World.

### Critical purpose of the role

To work as part of the Hotel team to deliver and maintain the required standard of cleanliness, hygiene and presentation across all areas of the hotel both guest-facing and back of house.

Deliver a first-rate customer experience, leading customer service and provision of a secure and safe environment for guests, members and staff during the night. To add value to the efficient and profitable running of the hotel in order to achieve our business and personal objectives, along with those of your team and the hotel.

### Primary Outcomes & Accountabilities

Being a brand ambassador who provides a consistently outstanding customer experience.

- Shares knowledge and expertise with colleagues to develop department and hotel performance.
- Demonstrates flexibility to support across other areas of the hotel and department.

### Measures of success

- Line management and guest feedback on delivering a first rate guest experience.
- Achieve the hotel standard for customer service.
- Hotel Standards rating inspection score.
- Contribute to the achievement of department sales targets.
- Contribute to the achievement of department GP targets.



- Flexibility to work in the housekeeping team, cleaning guest rooms, public and private areas, Airbnb's
- To be a brand ambassador by being a warm and friendly Partner who provides a consistently outstanding customer experience that is unrivalled in the marketplace.
- To meet all legislative requirements for your home department and other areas of the hotel that you may work across.
- Deliver agreed key performance measures for your department.
- To resolve customer queries or complaints at the first point of contact.
- Where applicable, achieve sales targets by actively promoting the hotel offer and upselling where possible.
- Offer advice and recommendations based on guest requirements.
- Carry out stock control processes to manage wastage and minimise loss.
- Identify and communicate opportunities for continuous improvement and greater efficiency

- Cleaning and maintaining all areas across the estate
- Supporting the housekeeping and guest service team to clean bedrooms and shared spaces
- Laundry runs across the estate - A driver's licence is essential for this role
- Assisting all areas of the hotel, including Housekeeping, maintenance, grounds and catering departments.
- Work with events coordinators to plan and deliver room set ups
- Regular checks of the event facility and refresh
- Ensuring all guests and staff have left the building following an event and the facility is secure
- Cleaning throughout the event venue and break down of the set up
- Setting up of the conference centre for following days trade
- Supporting the Night Porter with lockdown and alarming of the building
- Take on Night porter role, hours and duties in the absence of the Night porter
- Supporting the branch Maintenance to maintain external and internal cleanliness throughout.

Act in accordance with the Partnership's purpose and democratic principles, constructively participating in

- Contribute to the achievement of department wastage targets.

<p>co-ownership, and demonstrating to customers and each other that it is a better way of doing business.</p> <p>Share your knowledge, experiences, ideas and opinion to improve the Partnership, speaking honestly and frequently.</p> <p>Invest in your personal and professional development to achieve your potential, by doing more, doing better, or doing differently. Continuously engage with and actively contribute to your Profession</p> <p>Appreciate what different life experiences bring to the Partnership and the value this adds to unbiased and smarter decision making.</p>	
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<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• The role can be both physically and mentally demanding and requires an appropriate level of fitness and practical dexterity</li> <li>• Takes responsibility for own learning and self development and plays an active role in department activity.</li> <li>• Ability to remain calm under pressure</li> <li>• Flexible</li> <li>• PC Literate</li> <li>• Excellent communicator</li> <li>• Full Drivers licence</li> </ul>
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<p><b>Qualifications &amp; Experience (where applicable)</b></p>
<p>Essential</p> <ul style="list-style-type: none"> <li>• Full Driving Licence is needed to use the company vehicles, laundry runs, transporting stock and furniture around the estate, assisting maintenance/grounds.</li> <li>• Ability to lift and, move and store large and heavy items</li> <li>• Basic PC skills</li> </ul>
<p>Desirable</p> <ul style="list-style-type: none"> <li>• Knowledge or experience of working in a hotel environment, First aid</li> </ul>

Version	Created/updated by	Date
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