

JOB DESCRIPTION

JOB TITLE: Housekeeping Porter

REPORTING TO: Head Housekeeper

WHAT WE DO: At the Athenaeum Hotel, it is our purpose to (re)create a magical have in a frenetic world. Our values are Creative, Ambitious, Respectful, and Ethical. Every employee across the business helped to create our values, and they are at the heart of everything we do.

JOB PURPOSE: The housekeeping porter responsible for ensuring a smooth back of house operation includes

- ensure proper controls are applied during the receiving process of all goods entering through the loading Bay, including linen and housekeeping guest supplies
- support with the movement of all back of house stock around the building including linen, and general guest supplies to allow the team to delivery magical guest service
- ensure the proper controls are applied to the receipt and issue of all stock items
- ensuring all back of house areas are tidy, maintained and secured – including all storerooms and cupboards
- ensure all loading bay, refuse and recycling areas are clean, tidy and organised

ACCOUNTABILITIES

Deliveries:

- Secure all deliveries in the appropriate area
- Ensure all goods received are of the required quality and quantity.

Day to day operations

- Support with the movement of all back of house stock around the building including linen and general guest supplies
- Assist all the back of house team and room attendants with the delivery of items required to fulfil their tasks

Store areas:

- Maintain all back of house storerooms in such a manner as to comply with Health & Safety Regulations (and stock rotation) – all areas should be secured, organised, kept clean, tidy and locked at all times when unattended where appropriate (i.e. the cellar/chemical store).
- Ensure all refuse and recycling areas are clean, tidy and organised

Other

- To assist with housekeeping stock takes in a timely and effective manner ensuring accuracy at all times
- To ensure all guest needs are met to the required standard





- To ensure your allocated daily responsibility is completed to the required standard and co-operation with your team colleagues is evident at all times
- To ensure all guests, their belongings, colleagues and physical product are treated with respect at all times
- To ensure any guest request, outside your area of expertise, is raised immediately to the appropriate level
- To work within all company policies with specific reference to the Health and Safety at Work Act.
- To be flexible with in your role to help in different departments and around the Hotel as and when required
- To always be thinking about the Company Values with every interaction you have with a guest or a colleague
- Perform other reasonable duties as and when required to meet the needs of the business.

PERSONAL SPECIFICATIONS

Essential:

Good organisation skills and time management skills
Good verbal and written communication
Good Manual handling practices
A flexible attitude
Ability to follow specific instructions

Desirable:

Basic food hygiene
Experience in Multi Outlet operation
Work experience in a housekeeping or food & beverage operation
Self-reliant, self-confident and a self-starter in achieving job tasks
Team player, yet able to work alone, and outside normal office hours

I confirm I have received and understood this job description.

Name:

Signed: Date:

The Post holder must be aware of his/her responsibilities with regard to the Company Equal opportunity and Health and Safety at Work Policies.

