



CLANDEBOYE  
LODGE

### Job Description

<b>Job Title: Night Porter – 2 nights 11PM-7AM per week with option for further 3 evening shifts in events complex</b>	<b>Salary: £8,320 pa plus benefits plus hours worked over and above 16 hrs workweek</b>
<b>Department: Front Office</b>	<b>Reporting to: Operations Manager</b>

#### **About the role:**

The Clandeboye Lodge is one of Northern Ireland's top hotels, looking on average after 16,500 hotel residents, 40,000 Coq & Bull brasserie guests and 300+ events per year. You'll work closely with the Coq & Bull brasserie and events team to ensure that our guests have an exceptional experience during their stay.

#### **Job description:**

- Welcoming and checking in guests
- Serving post dinner drinks to guests dining in the Coq & Bull brasserie and to residents
- Half hourly fire safety and noise control inspections in accommodation areas
- Set up tables and buffet for breakfast and collect room service breakfast orders
- General cleaning duties in public areas
- Dealing with any guest queries, comments, requests and complaints in an expedient and professional manner. Most importantly, common sense must prevail in all decisions.
- To be fully aware of emergency procedures and your responsibilities in an emergency situation, i.e. Fire Evacuation
- To carry out any duties or tasks assigned by the Operations Manager in line with company procedures and policies

Continued

**You must:**

- Have previous experience, preferably in a similar role or in a customer facing environment
- Be motivated to deliver responsive, proactive service to all guests

**Your rewards:**

In addition to your salary, we offer flexibility whenever we can, free staff meals on shifts, free uniforms and a contribution to taxi fares if you do not have your own transport.

If you want to treat your friends and family, we'll give you 50% off food, special family and friends rates for overnight stays and reduced green fees at Blackwood Golf.

And to make your money go further, our employee benefits package includes free membership with [www.perkbox.com](http://www.perkbox.com) for loads of discounts and benefits, including on shopping, cinema tickets, travel, eating out and health.

**Support for your life inside and outside work:**

To provide you with peace of mind, every employee benefits from our employee support scheme with [www.hospitalityaction.org.uk](http://www.hospitalityaction.org.uk) to give you, and your immediate family members, free access to legal advice, financial support and counselling. We are proud to be an employer who is positive about supporting people's mental health.

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