



Job Description

Job Title: Night Porter

Hours of Work: Part-time+

Rate of Pay: National Minimum Wage Applies

Reports to: Front of House Manager

About Us:

An opportunity to be part of the award-winning team at Wales' Premier 4 * Golf resort. Set in the beautiful panoramic scenery of Caerphilly, South Wales, Bryn Meadows boasts breath-taking views across 5 valleys with vistas as far as the Brecon Beacons. Our 4-star boutique golf resort incorporates 42 bedrooms (including 22 suites) A Par 71 18-hole mature golf course, a state of the art leisure complex and spa, and restaurant and banqueting for up to 400 guests. Bryn Meadows was established in 1973 and has a rich heritage of providing outstanding service with a warm and personal approach.

Main Areas of Responsibility:

- As part of the Reception Team, help to create an outstanding experience for the customer, so that customers are greeted professional, friendly, and timely manner.
- Ensure all regular and VIP guests are known and cared for accordingly.
- Answer incoming calls, and make the relevant bookings, collecting full client details and payment information, or take messages to pass onto the relevant person or department.
- Check in any late arrivals and check out any early departures.
- Ensure all complaints are dealt with promptly and efficiently and in confidence, referring them to the Duty Manager where appropriate.
- Ensure service standards are maintained to a high standard and that problems are dealt with cooperatively, fairly and with care.
- Be familiar with and promote hotel facilities and upcoming events.
- Ensure that all tasks are completed on each shift and that a full and thorough handover takes place at the end of the shift.
- Tour all areas of the hotel on a regular basis and report any irregularities to the relevant department heads, including maintenance.
- Set up rooms for meetings and events to the resort standard meeting guest requirements set out on function sheets.
- Prepare light snacks for room service, after the catering team have finished their shift.
- Serve residents drinks after the food & beverage team have finished their shift.
- Ensure that wake up calls are made promptly.
- Order and deliver newspapers.
- Ensure adherence to all company policies, procedures and guidelines.
- Clock in and clock out of work every shift.
- Maintain positive employee relations by keeping open lines of communication with all members of the team and other departments.
- Attend meetings as requested.
- To perform any duties reasonably requested.

You will need to be able to work on your own initiative. Working part-time variable hours (on a rota basis, at national minimum wage) to suit business needs, including some evenings and weekends. The ideal candidate will be hardworking and quick to learn, with a high attention to detail. Full training will be given.

Bryn Meadows is an equal opportunities employer. Unfortunately, we are unable to sponsor candidates from outside the EU. Non-EU candidates need not apply.

Please complete an application form and email it to matthew.jenkins@brynmeadows.co.uk