

THE KILLARNEY PARK

Job Description: Night Porter

Position: Night Porter

Reports to: Night Manager / Front Office Manager

Overview:

The Night Porter at The Killarney Park Hotel plays a key role in maintaining the safety, security, and smooth operation of the hotel during the overnight shift. You will be responsible for providing excellent guest service, handling guest requests, assisting with night security, and supporting the overall hotel operations as needed.

Key Responsibilities:

- Greet and check-in guests arriving during the night, ensuring a smooth and efficient process.
- Provide guest services, including delivering room keys, answering queries, and handling requests such as wake-up calls, special accommodations, or late check-out requests.
- Assist in the night audit process by ensuring accurate documentation of hotel transactions and daily activities.
- Handle guest complaints or issues during the night shift, ensuring any concerns are addressed promptly and professionally.
- Ensure the security of the hotel by monitoring key areas, checking security systems, and performing regular patrols of the premises to ensure the safety of guests, staff, and property.
- Perform basic administrative duties such as filing reports, processing late check-ins/outs, and assisting with paperwork as required.
- Assist in maintaining cleanliness and order in the public areas, including the lobby, restrooms, and other common areas.
- Manage and secure lost and found items, logging and storing them properly until they are claimed.
- Support the night manager and other departments with any operational needs or emergency situations.
- Maintain knowledge of all hotel services and facilities to be able to assist guests effectively.
- Ensure the smooth handover of information between the night shift and morning shift teams.
- Perform additional tasks as assigned by the Night Manager or Front Office Manager.

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Working Hours:

Typically from 11:00 PM to 7:00 AM, with flexibility depending on operational needs.

Working Conditions:

This position involves overnight shifts, including weekends and public holidays. It may include extended periods of standing, walking, and some light lifting.

About The Killarney Park Hotel:

The Killarney Park Hotel is a luxurious 5-star hotel, known for delivering exceptional service and creating memorable experiences for guests. As a Night Porter, you will contribute to maintaining the hotel's high standards of service, security, and cleanliness during the night, ensuring guests have a safe and comfortable stay.

