



## **Porter – Ascot Park Hotel**

### **Purpose of the Role**

To support the smooth and efficient day-to-day operations of the portering department at Ascot Park Hotel. This includes maintaining high standards of cleanliness, assisting guests, and ensuring excellent customer service at all times.

### **Key Responsibilities**

#### ***Operational Duties***

- Maintain cleanliness and presentation of all public areas to a professional standard.
- Ensure function rooms are set up according to function sheets and client requirements.
- Assist with the day-to-day running of the hotel to ensure guest comfort and satisfaction.
- Follow all hotel policies relating to fire safety, hygiene, and legal requirements.
- Maintain and organise cleaning schedules across bar and associated areas.
- Assist with basic maintenance tasks such as lights, fittings, and furniture.

#### ***Guest Services***

- Provide excellent customer service and maintain a professional, friendly presence.
- Handle guest luggage with care and attention to safety.
- Promote appropriate behaviour standards in all public areas.

#### ***Clerical & Support Tasks***

- Complete clerical duties, including handling and posting mail.
- Ensure timely removal and delivery of laundry.
- Assist other departments as requested by management.

#### ***Transport Responsibilities***

- Safely operate the hotel van in accordance with all road laws.
- Transport guests as required, ensuring their safety and comfort.
- Maintain accurate mileage records.
- Ensure the vehicle is maintained according to warranty and service requirements.

#### ***General Conduct***

- Maintain dress standards in line with hotel policy.
- Carry out all duties in a positive and cooperative manner.
- Undertake additional duties as directed by management.



### **Performance Measures**

Success in this role will be measured by:

- Consistent delivery of high-quality cleaning, portering, and guest services.
- Meeting all cleaning schedules and hygiene standards.
- Maintaining compliance with health, safety, and legal requirements.
- Positive guest interactions with minimal complaints.
- Accurate and timely completion of assigned tasks and reports.
- Proper setup and servicing of function rooms.
- Professional behaviour aligned with company standards.

### **Skills & Requirements**

- Strong customer service skills
- Good attention to detail
- Ability to work independently and as part of a team
- Physically capable of lifting and moving items (e.g., luggage, furniture)
- Flexible and willing attitude
- A **current, full, unrestricted New Zealand Driver's Licence** is essential.

### **General Statement**

This role requires maintaining a professional image at all times and contributing positively to the hotel environment. Additional duties may be assigned as needed.