



## ***Night Porter Zero Hour Contract***

### **Night Porter Zero Hour Contract Liverpool, UK**

We are currently recruiting for a Night Porter for one of our busiest departments!

Titanic Hotel, Stanley Dock, Liverpool is all about the restoration of one of the city's most historic and iconic buildings. As a World Heritage site it forms part of the Stanley Dock development overlooking the waters of Stanley Dock. The hotel has 153 stylish and spacious bedrooms, unique event space West Bay, Stanley's Bar and Grill, Rum Bar, Maya Blue Wellness and adjoining the incredible Rum Warehouse.

We have a fantastic a Night Porter opportunity available to join our dynamic Front of House team on a zero hour contract. As a Night Porter, you will be responsible for assisting the Night Manager and all other departments whilst on the night shift.

#### **Main Responsibilities include:**

- Provide excellent 24 hour service to guests
- Check in and out late arrivals
- Assist with room service delivery, guest requests and transfers
- Order newspapers as per the daily list, checking for any other additional papers requested for conferences
- Make a note of any incidents or complaints to be added on to the Duty Manager Log
- Be fully aware of the hotel's safety procedures
- Ensure corridors are cleared of room service trays
- Assist the Night Manager in handling any unwanted guests/disturbances
- Conduct a minimum of three security floor walks of the hotel
- Part of the Night Fire Team and adhere to all fire safety procedures

#### **More about the role...**

- Experience and knowledge as a Night Porter or similar Front of House role
- Experience within a 4\*/5\* hotel
- Knowledge of Opera system would be an advantage
- Must be PC literate
- Excellent verbal and written communication skills
- Present yourself as smart and professional at all times
- Be passionate about providing first class customer service

#### **What We Offer**

We offer staff a range of benefits. Once you have completed your 3 month probationary period, you will have access to 50% discount on food & beverage and competitive staff room rates to enjoy with your friends and family.

Uniform is provided along with free staff meals on duty.



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We also run an Employee of the Month scheme, Long Service Awards and have recently enrolled all of our employees into the Hospitality Action Employee Assistance Programme.

The Titanic Hotel, Liverpool aims to provide a working environment that is enjoyable, unique and supportive of all levels of staff!

If you feel you match the above and are our Titanic's next Night Porter, we look forward to hearing from you!

Simply apply by sending your CV and Covering Letter to  
[titanichotel.hr@titanichotelliverpool.com](mailto:titanichotel.hr@titanichotelliverpool.com).

**Please note:** you will need to provide satisfactory references before interview is confirmed and we can only accept applications from those eligible to work and live in the UK.