



INTERNAL JOB VACANCY

The HR Department wishes to announce for the vacancy of a **PORTER** to assist the Front Office Department in the performance of duties in the under listed areas;

Job Duties & Responsibilities:

- ❖ Act as the point of contact to guest into the hotel by welcoming guests, carry their luggage and direct them to the reception area or the appropriate designations
- ❖ Escort guests to and from their room.
- ❖ Explain room features and accommodation facilities to guests; including how any equipment works, such as telephones, TV & AC controls etc.
- ❖ Describe the hotel facilities, such as the restaurant or swimming pool, and show guests where they are.
- ❖ Arrange for various services such as shuttle, taxis and assist with restaurant bookings.
- ❖ Reference for guests who need assistance or information and attend to their needs and requirements
- ❖ Report any malfunctioning equipment to Maintenance team and monitor repairs
- ❖ Build an extensive knowledge and provides guests with information about the hotel's facilities, attractions, facilities, services, and activities in or outside the property and make the most suitable recommendations.
- ❖ Any other duties as may be assigned from time to time

Skills

- Ability to focus attention on guest needs, remaining calm and courteous at all times
- Excellent communication skills, both written and verbal required
- Multi-tasking and time management skills
- Interpersonal and problem solving abilities
- Excellent networking skills.

Qualifications, Requirements and Experience.

- Minimum of SHS Certificate or Diploma in hospitality management will be an added advantage.
- At least 1-2yrs of experience
- Ability to communicate clearly, concisely and professionally, both written and orally, in the English language.
- Able to maintain a high standard of personal hygiene and appearance
- Ability to stand for long hours and be able to work beyond normal business hours including nights and weekends as required
- Strong relationship building skills
- Smart appearance and pleasant, helpful manner

Application Procedure

All interested candidates are to deliver their Applications Letters together with copy of Curriculum Vitae by hand to the HR Department; latest by close of business on **Friday 25th March, 2022**