

# ILT

## For Our Community

### Night Porter

#### WHY WE ARE HERE

We are a high-performing community owned organisation with a clear purpose – to create and contribute to a vibrant Invercargill. People are at the heart of everything we do. Our team act with integrity, strive to excel and approach every undertaking with enthusiasm, drive and energy.



**7 days a week, rostered**

## WHY THIS ROLE EXISTS

Our Night Porters are needed to ensure our superb guest experience is maintained overnight and the Hotel is presented in a beautiful condition ready for the new day's trade.

## WHAT YOU WILL DO

Maintain the smooth and efficient operations within all areas of the Hotel overnight, including cleaning, bussing, and client care, so as to ensure the highest level of quality customer service for our guests.

## KEY OUTCOMES

- The public areas of the hotel are kept in a pristine condition at all times
- Back of house areas are organised, clean and functional.
- Prepared to be trained as back up Night Manager as required
- Regular hotel security checks are conducted
- Public areas of the Hotel are cleaned to a high standard ready for the next days trade
- Late night room service delivery is provided to guests at a consistent high standard
- The needs of the customer are given priority over all other activities providing the highest level of quality customer service at all times.
- A well-groomed appearance is presented at all times.
- Champion, comply and promote health, safety and wellbeing within ILT
- To maintain the standard and culture of the team by setting an example to new members of staff and assisting in their training when required.

## YOU BRING TO THE ROLE

- Personable, can-do attitude.
- Passionate about providing a high standard of cleanliness and organisation.
- Able to manage various tasks on a daily basis to ensure great customer service and that our operations run smoothly.
- Positive public image attuned to the Hotels high standards
- Full drivers' licence
- Physically fit
- Professional and immaculately presented
- Can work autonomously and be a team player that gets the job done.
- Community focused with a passion for people and the community
- A professional appearance with a positive attitude adaptability and flexibility.