



## Night Porter

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Casa Hotel is the highest AA rated 4-star hotel in Chesterfield, Derbyshire. An independently owned hotel which boasts 100 bedrooms, 12 meeting rooms accommodating up to 280 guests, it is home to *Cocina*, a beautiful two-rosette restaurant and relaxed lounge bar.

Our sister hotel is the award winning 4-star Peak Edge Hotel, a luxury boutique hotel nestled on the edge of Derbyshire's Peak District National Park located 10 minutes' drive from Chesterfield town centre. The hotel has recently undergone beautiful renovations and extensions to its restaurant and banqueting rooms.

Are you confident, approachable, and friendly and have a passion for delivering excellent customer service? If so, this is the job for you!

The night porter assists with the nightly activities of the hotel working with existing departments to include but not limited to: reception, night Auditing, reservations, restaurant, bar, conference and events, housekeeping, laundry and concierge services.

**We are looking for full-time night porters to join our team- covering both at CASA and our sister hotel Peak Edge thus own transport is essential.**

### **What we offer you:**

- Competitive hourly rate
- Fantastic working environment within the hotel group
- Uniform provided
- Meals on duty
- Free Parking
- Employee discounts
- Excellent training & development opportunities – we can offer further learning, upskilling, or apprenticeships

### **Duties:**

- Able to assist for front desk operations including check-in and check-out transactions, handling calls and reservations, providing assistance to the night team.
- To compile public areas fire safety check, and record in fire book.
- To ensure all monies and keys are safely secured in the appropriate safes and designated spaces.
- To read and cash up bars as and when necessary.

- To assist in the production and delivery of the Room service menu.
- Set-up/clear down of conference and banqueting rooms according to specifications
- Audits manually written and online data. Balance all daily work for the Resort.
- Post and balance charges in a timely and efficient manner.
- Reconciles credit card systems to daily transaction list from rooms and point-of-sale outlets.
- Examines expense accounts, tips paid to employees, guest charge receipts, interest and account payments, cash receipts, sales tickets, bank records, inventory and stock record sheets, and similar items to verify accuracy of recorded data.
- Balances the revenue and expense transactions which occurred during the day at the hotel.
- Responsible for safety and evacuation plan adherence and training with other night personnel.
- Knowledgeable regarding hotel amenities and programs, dining hours, events in the surrounding area.

**Key requirements:**

- Previous experience in a similar or other related role within hospitality preferred
- Proficient using MS Office and hotel software (the latter preferred but not essential as training will be given)
- Ability to manage time and prioritize tasks and complete to the highest standard
- Ability to follow policy and procedures and adapt accordingly to situations that may arise
- Possess excellent customer service delivery in a manner befitting the reputation and standards of the operation
- Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.