



GOODWOOD

The Role

The **Night Porter** will be part of the Hotel Night team and will report to the Night Manager.

About us

At Goodwood, we celebrate our 300 year history as a quintessentially English Estate, in modern and authentic ways delivering extraordinary and engaging experiences. Our setting, 12,000 acres of West Sussex countryside and our story both play significant roles in Goodwood's success. What really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes us the unique, luxury brand we are.

Passionate People

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Goodwood. We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for providing the “**world's leading luxury experience.**”

Our Values

The Real Thing

We employ meticulous attention to detail to create experiences, as they should be. We are honest and open.

Daring Do

We don't mind breaking the rules to create the best possible experiences. We will take tough decisions

Obsession for Perfection

It's a team thing – everybody mucks in to make things happen. We're madly passionate about what we do

Sheer Love of Life

We want to make everyone feel special by loving what we do.

Purpose of the role

To maintain the professional standards of the hotel by managing end-of-day reports, ensuring accuracy, and reporting anomalies. The Night Auditor will also assist the Night Manager in emergency situations.

Key Responsibilities

- Count Reception safe and sign float book
- Deal with late check ins / check outs
- Ensure that the building is secure
- Control the switchboard overnight, dealing with all queries that come through
- Ensure that the Night Guest Satisfaction Survey (GSS) are carried out efficiently and all public and back of house areas are maintained to a very high standards
- Post all relevant F&B charges
- Post all relevant functions for each day, ensuring that any change logs or amendments are kept up to date

- Follow the list of Night Audit procedures and generate the relevant reports for the relevant departments.
- Input Early Morning calls and organise taxis and ensure ordered newspapers are ready.
- Ensure portorage is organised for guests checking out.
- Training and development of Night Staff and maintain training logs.
- Pass over to the early GSS Reception and Early Duty Manager.
- Upkeep working area to a high standard of health and safety by observing health and safety requirements.
- Take room service orders and prepare and deliver the food/drink to guests
- Ensure that guest areas and office areas are kept clean and tidy at all times

Qualities you will possess

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| <ul style="list-style-type: none"> • Passion for what you do • Positive and friendly with a “can do attitude” • Attention to detail • Ability to prioritise and organise • Proactive • Take responsibility for yourself | <ul style="list-style-type: none"> • Confident to make decisions and to stand by them • Good negotiation and influencing skills • Excellent communicator • A sense of fun! • Honesty and discretion • Great organisational skills |
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What do you need to be successful?

- Previous experience in a similar role and/or experience of working in the hotel industry
- Strong analytical skills
- Computer literate, with particularly strong knowledge of MS Excel
- Previous experience working in Front Office or hotel outlets
- Confidence in working with numbers
- Good spoken and written communication skills
- An ability to solve problems.
- Ideally have previous experience with Protel/Fidelio/Opera, Micros or DotPos

Each role is assigned a level against our expected behaviour. Your role levels are set out below.

BEHAVIOUR	LEVEL
Think Customer	1
Communication & Trust	1
Taking Personal Responsibility	1
Encouraging Excellence & Commercial Success	1
Working Together	1