



JOB DESCRIPTION

1. POSITION; NIGHT PORTER

2. HOURS AND SHIFTS;

1 x 4 Nights per week 10:30 p.m. - 8 a.m. (part time)

1 x 3 Nights per week 10:30 p.m. - 8 a.m. (part time)

3. PERSONS DIRECTLY RESPONSIBLE TO;

Proprietors, Duty Management and the Head Receptionist

4. JOB SUMMARY;

Night shift 10.30 PM to 7.30 am. Three or four days per week, negotiable.

Responsible for the smooth and efficient running and the security of the hotel during the night.

To serve drinks to customers at the bar and prepare early morning continental breakfasts.

General cleaning duties, Stock refilling for bars, Laying fires in winter time.

Checking in of guests after the receptionist has finished her shift.

Responsible for all night cleaning work and special tasks as requested by management.

In the event of an emergency to summon management and / or emergency services.

PERSONAL PROFILE:

Mature person who should be 100% trustworthy, able to act responsibly in cases of emergency and not to panic. Flexible enough to deal with customers in a polite manner yet able to clean and work on own initiative.

MAIN TASKS AND DUTIES:

- Clock in
- **Take over the night shift from the duty receptionist and check for any messages, late arrivals, early check-outs , newspapers and early breakfasts etc.**
- **Read the night porters log book for any messages.**
- Collect a copy of the occupancy list from the duty receptionist. This list contains information on the numbers of guests/occupied rooms (needed if there is a fire). It also includes the unoccupied rooms, which need to be checked as per the check list.
- **Please note that it is essential to knock before entering any room.**
- **Even if you are sure that the room is empty you must always knock first.**
- A list of the newspapers required will also be given to you, these are for the guest bedrooms or for the lounge area of the restaurant.

Ensure that all messages and correspondence is properly dealt with and passed onto the morning receptionist. Also, pass on information about anything that happened during the night, in person and in the management log book.

- Using the check list: Check all the empty rooms, windows, landings, doors, guest lounges, kitchen, office,



cellar, the restaurant. check all landings again at 1.00am and 4.00am.

- Before 11 p.m., you need to go into the cellar and turn off the cooling switch above the Guinness. While doing this check at the back of the hotel for noise i.e. kitchen fans etc.
- Take in all boards from outside - the boards are to be placed by the front door .
- After the Harbour bar has closed, TURN OFF the AIR IN but leave the AIR OUT ON as it removes smells from the toilets as well. Both of these controls can be found in the stereo cupboard of the Harbour bar.
- From 11.00 p.m. to about midnight, the prime concern must be to 'Police' the front corridor of the hotel. This is to stop all admission of non-residents to the premises after 23:00 except pre-booked groups of people or with prior permission and knowledge of the management. To this end you are required to assist the management and bar supervisors by stopping entry to the hotel and by making sure your presence is felt within the front hall. Please ensure that the front door is closed at all times especially when people leave. THIS IS SUBJECT to alteration and please be flexible to your supervisors during this learning period. PLEASE SEE THE LICENSING HANDBOOK.
- To assist with the look after the guests in the Galleon Bar and lounge area of the restaurant. Get the bar staff to identify residents and introduce yourself. Say that you are to look after them throughout the night.
- Once all non residents have left the premises ensure that the front and back doors are closed and stay closed (you will need to check the back door after the staff have left).
- The front hall lights can now be switched off, but no other lights. When you turn off the front hall lights, do not forget to turn on the security light for the front door (You will find the switch near the front door of the Galleon lounge).

Please remember that with the shift beginning you are responsible for the safety and security of the hotel, and the surrounding areas (front and rear of hotel).

- Clean both the cappuccino machines (Galleon & Harbour Bars) – Full instructions will be given.
- Do little jobs around the Galleon Bar until the guests retire or about 12:30 p.m. SUBJECT TO THE AMOUNT OF CUSTOMERS IN THE BAR.
- All staff must be off the premises by 00:30 unless a member of management is present and all drinks served after time to guests must be put through the till and receipts placed in reception to be charged or they can pay CASH through the Galleon bar till.
- Wash any glasses left, drain the glass washer, and leave the bar tidy.
- When all the guests retire check all landings and all areas of the hotel, switch off all the lights and switch on all night/security lighting. To make it simple, the switches are colour coded. Switch on the red switches and switch off the orange and green switches.
- The harbour bar floor needs to be cleaned as per attached sheet.
- The bottle skip/bin needs to be removed from the Harbour to the cellar. Do not forget to take the set of wheels for the skip to the cellar as well (This is needed for the bar issues in the morning)
- DO NOT put the skips that are used for the Harbour outside the back of the hotel full of bottles. These skips are only for use for the Harbour and should be treated as if they are wheeled skips. (I.E. Cleaned out and placed in the cellar and bar)
- Turn off the 2 fans for fire places, both in the Galleon bar.
- Turn off real ales and ensure the breathing tubes are installed.
- Remove Galleon bottle skip to cellar.
- In the cellar: Empty bottle skips into the correct returnable containers or in the case of non returnable into the plastic bins.



- Remove black rubbish bags from all bar areas, wash up and place by compactor. Replace bags as necessary.
- Issue stock to both bars, using the bar stock sheet. Checking the date on the bottles. The bottles i.e. (fruit juices, mixers, mineral waters etc.) should be wiped cleaned and put onto the bar shelves in the appropriate place. Remember to rotate stock at all times. Return the skip back to the cellar ready for the management in the morning.
- Ensure door to inner and outer cellars are locked at all times
- Make sure that the washing machine is turned off in the wash up area.

- **These areas need sweeping and mopping, but can be done in any order:**

- The Galleon bar-behind the bar - with cater cleanse
- Flagstones in front of Galleon bar - with cater cleanse or sustainer / maintainer
- Wash up area. - with catercleanse
- Corridor by boiler - with catercleanse
- Back stairs towards kitchen - with catercleanse
- Cellar under still- with catercleanse
- Harbour bar-behind the bar- with cater cleanse
- In front of the Harbour bar – sustainer / maintainer
- Front porch / reception area – sustainer / maintainer
- Gents toilets (Use hose which can be found under the sink in the locked cupboard.
- Disabled toilet - Catercleanse
- Wash down the pavement at the front of the hotel using hot soapy water. This would be an ideal time to water the plant pots outside, making sure that there is no rubbish or any glasses left outside. Not forgetting to empty the two cigarette bins as well.
- The stainless steel plates on the inside of the gents toilet need to be cleaned. Once all of these plates have been cleaned so that they shine, it is a good idea to apply a small amount of furniture polish to keep them shining for longer.
- The Disabled toilet (once the floor is dry) clean the mirror, toilet, taps, sink and walls/door
- Empty all of the waste bins in reception.
- Collect any china, glasses, trays etc and place in the still room or wash up in bar.
- Winter time - candles need to be collected from the tables in Galleon Bar, cleaned and stored in the cupboard under the stairs.
- In winter time, clean out all fires in both bars if they have been used. Put cinders into a metal bin, using a brush and shovel from under the stairs. Re-lay the fires with fire lighters, kindling, paper and coal. Fill up the bins from the bags outside back.
- If spit fire is used, clean, relay and polish the range with Zebrite, periodically black lead all grates.
- Clean all tables in both bars, drawing room and the landings.
- Take out any crates and empties and leave by the compactor.

- **Towards morning**

- The morning cleaner arrives between 6-7 am.
- When the cleaner has arrived, go to the appropriate newsagent and collect the requirement of papers. NSS Forbuoys only.
- Take newspapers up to rooms and leave in front of doors.
- Do any breakfast required before 7.30am.
- The front and back doors can be opened at 7.00 am.
- Place appropriate advertising boards outside the front door and switch on outside light (switch behind



front door)

- Roll barfood cutlery (soup spoons + knife, fork + knife, fork + dessert spoon).
- Remember to turn off the night security light for the front door. (switch is in the Galleon bar by the fire door)
- At 7.00am turn the cappuccino machines back on.
- When duty receptionist arrives, hand over, remembering to pass on all information and any bar receipts from Galleon Bar.
- Cash up and remember to report any information in the management log book.
- When you cash up, leave £100.00 as your float in the float bag, this should be made up of mostly change if possible, so that the excess money can be banked by the receptionist.
- When you are in the upstairs office you also have to change the Back up tape for the computer system. This is very easy to be done BUT MUST BE DONE EVERY DAY WITHOUT FAIL!!! To change the tape remove the old tape from the server and put the correct tape in (The correct tape that should be put back in to the machine is the one that is today. I.e. if it is just before 8am on a Monday morning you should be removing the Sunday tape and replacing it with the Monday tape)
- Clock out.

From time to time you may be asked to perform other duties as specified by management.

This job description is subject to change, please read to log books for any important information.

FLOOR CLEANING PROCEDURE FOR THE HARBOUR BAR FLOOR

DAILY

1. REMOVE ALL FURNITURE FROM THE FLOOR AND PUT ON TOP OF THE CARPET
2. BRUSH THE FLOOR TO REMOVE ALL THE DIRT AND OTHER DEBRIS, USING A SOFT CLEAN BRUSH.
3. MIX A SMALL AMOUNT OF SUSTAINER/MAINTAINER (APPROX. 2 CAPFULS) INTO COLD WATER AND APPLY TO THE FLOOR WITH A CLEAN MOP. IF THE FLOOR IS VERY DIRTY YOU WILL NEED TO DO THIS TWICE.
4. LEAVE THE SOLUTION ON THE FLOOR FOR ABOUT 5 MINS
5. WASH OUT THE MOP AND CLEAN THE FLOOR SO THAT IS ALMOST DRY
6. LEAVE THE FLOOR TO DRY
7. CLEAN ALL THE MATERIALS USED (MOP/BUCKET) AND STORE IN THE LIGHTBULB CUPBOARD.
8. USE THE RED POLISHING MOP TO BUFF THE FLOOR TO MAKE IT SHINE.
9. DIRTY MOP HEADS OR BUFFING HEADS SHOULD BE GIVEN TO THE CHAMBER MAIDS SO THEY CAN BE MACHINE CLEANED
10. ALL THE FURNITURE WILL BE PUT BACK IN TO PLACE BY THE MORNING CLEANER.

FLOOR CLEANING AND MAINTENANCE PROCEDURE HARBOUR BAR FLOOR

EVERY WEEK.

1. REMOVE ALL FURNITURE FROM THE FLOOR
2. BRUSH THE FLOOR TO REMOVE ALL DIRT AND DEBRIS, USING A CLEAN SOFT BRUSH
3. READ ALL SAFETY INSTRUCTIONS OF ALL CHEMICALS BEFORE USE
4. MIX FLOOR DRESSING REMOVER EMULSION STRIPPER
5. THE RATIO IS 1 PART TO 8 PARTS HOT WATER, USE AN OLD PINT GLASS
6. APPLY TO THE FLOOR SO THAT THE FLOOR IS ALL WELL COVERED
7. WAIT 5- 10 MINS AND AGITATE THE SOLUTION WITH THE MOP TO ENSURE COMPLETE REMOVAL OF THE OLD POLISH
8. REMOVE THE RESIDUE WITH A MOP, DO NOT ALLOW THE REMOVE TO DRY ON TO THE FLOOR. IF IT DOES YOU WILL NEED TO REAPPLY THE SOLUTION
9. WASH THE FLOOR WITH CLEAN WATER AND ALLOW TO DRY (APPROX. 1/2 HOUR)



10. APPLY A COAT OF METALISED FLOOR PLOISH LONG-LIFE FLOOR DRESSING TO FLOOR. USE A NEW MOP HEAD (FOR THIS). APPLY EVENLY ALL OVER THE FLOOR IN STROKE ACROSS THE GRAIN
11. WAIT FOR THE FLOOR TO DRY AND APPLY A SECOND COAT OF THE DRESSING THIS TIME WITH THE GRAIN
12. WHEN THIS IS DRY THE FLOOR SHOULD LOOK VERY CLEAN AND SHINY

13. PLEASE RINSE ALL MOP HEADS AND TAKE TO CHAMBERMAIDS TO BE WASHED
14. PLEASE STORE ALL MATERIALS THAT ARE USED FOR THIS PROCEDURE SEPARATELY FROM THE ORDINARY CLEANING MATERIALS AND NOTIFY THE MANAGEMENT IF YOU ARE RUNNING SHORT OF THE CHEMICALS

VACANT ROOM CHECK LIST

- 1 All windows are closed and secure.
- 2 Taps turned off.
- 3 Television turned off.
- 4 Lights switched off.
- 5 Isolator switches for showers, towel rail, hair dryer and jacuzzi turned off.
- 6 No fire risk i.e. no cigarettes left burning.

CORRIDORS AND PUBLIC AREA CHECKLIST INCLUDING DRAWING ROOM, LIBRARY AND RESTAURANT.

- 1 All windows are closed and secure.
- 2 Lights switched off (except night lights).
- 3 All fire doors secure and closed.
- 4 Fire exits and route all clear of obstruction.
- 5 Unused electric switched off.
6. Air conditioning off.

OFFICE CHECKLIST

- 1 Window closed and locked.
- 2 Blinds pulled down.
- 3 Photo copier turned off.
- 4 Lights turned off.
- 5 Door locked shut.

KITCHEN CHECKLIST



- 1 All electrical appliances are turned off.
- 2 Turn off all grills/ovens/solid top cooker.
- 3 Turn off extraction fans.
- 4 Ensure fridge's are shut.
- 5 Close all fire doors.

NIGHT PORTER **NIGHT TIME FIRE DUTIES**

IF YOU DISCOVER A FIRE

- 1). Immediately operate the nearest fire alarm call point.
- 2). Attack the fire if possible with the appliance provided, but without taking personal risk.

Should the alarm go off during the dead of the night (i.e.) After all guests have retired to their rooms and there is no other member of staff on the premises it is your job as night porter to immediately call the fire brigade.

Dial 9, 999 ask for the fire brigade.

Give the address:

The Royal Castle Hotel
Dartmouth
TQ6 9PS

Do not hang up until all details have been repeated to you. As the alarms will be ringing when you are making this call, the guests should be evacuating the hotel. Take a copy of the room occupancy list and a master key and help to evacuate the guests.

When possible phone Mr Way on 832475 (Dartmouth), 01884 855256 (Willis Farm, Bickleigh) or 07968 411438 (Mobile) and tell them you have a fire (this can be done from a phone box so as to keep the switchboard clear). You can reverse the charges.

Take charge of evacuation until Mr Way or the fire brigade arrive. Ensure as far as possible that no one is left in the building. DO NOT stop to collect personal belongings and DO NOT re-enter the building until told it is



safe to do so.

FIRE ALARM POINTS

- i) On all corridors
- ii) Beside all fire escape doors
- iii) On stairs to the fourth floor
- iv) Corridor between stillroom and kitchen
- v) Main hall beside harbour bar entrance

FIRE PREVENTION

Check all as listed on night porters job description, report any faulty equipment and keep fire exits clear at all times.

On your rounds keep eyes, ears and especially nose tuned in to detect any evidence of fire.

Always be aware of how many people are on the premises and which rooms they are in. This also includes knowing how many staff are on the premises as well.

IN THE CASE OF FIRE DURING DAY / EVENING

Should the fire alarms go off during the day/evening or early morning follow this procedure.

Open the cupboard to the left of the switchboard. In there is housed the control panel for the fire alarm system, open the door. You will see clearly a row of lights at the top, one of these lights will be alight, written above is the location, (a floor) on which the fire alarm is going off. After fire prevention send management to that floor to look around. Outside each room is a detector light, the room with the problem will have the detector light on. Before you enter the room, make sure that the door is not hot as there could be fire behind it. Go into that room. Through natural instinct you should be able to tell if there is a fire, if so, get the fire brigade, if not inform reception to re-set the system. During this time evacuation procedures will be taking place, so a quick response is required in case of false alarm, to prevent too much disturbance.

To reset, you need to make sure the system is silenced and the room detector has been reset, then switch down the reset button.

Should the fire alarm go off during the dead of night 2.00 am to 6.00 am, call the fire brigade and evacuate the hotel. In the fire log file, kept at the rear of the office, there is a plan of the hotel, should this be required by the fire brigade. This policy, however, should not be used in the case of a thunder storm, use day procedure instead, the likelihood of it being a false alarm in a storm is high.



KEEP CALM AT ALL TIMES AS PANIC WILL UPSET THE GUESTS.

CAR ALARM NOISE AT NIGHT.

If you have car alarms or burglar alarms going off at night, contact S.H.D.C. on 861234. The answer phone will give you an out of hours number.

Phone it and complain so that the call is logged.

JOB DESCRIPTION OF LAYING FIRES FOR THE NIGHT PORTER

- 1) Scrunch up newspapers into loose balls, approx. five balls for each fire.
- 2) Put into the fire two firelighters.
- 3) Get hold of small fore lighting wood (kindling) and place on fire in a shape of a wigwam on top of the newspaper.
- 4) Gently put coal around wigwam. This is now ready for lighting.

Nightporter Telephone Training

◆ Night Mode on the Switch board

To put the switch board onto night mode you simply press **Night** then **Password**. You will hear a tone similar to a dialling tone then the display will say NR mode accepted, then Restricted Mode.

Whilst on this restricted mode only your handset and the barfood phone will ring.

To take the switch board of night mode you just repeat the above, press **Night**, then **Password** again it will say NR mode accepted, but Restricted Mode will disappear. You will only need to take it off night mode to set a wake up call. You must remember to put it back on Night Mode after you have finished.

◆ Setting a Wake Up Call

First take the switch board off Night Mode.

Press the **Hotel** key, the display will change to say Room number.

Press the key relevant to the room you want (you will find these on the far right hand side of the switchboard)



i.e. **Room 2**

Look at the display. You will see the guest name with various options underneath. Where it says Wakeup you will see there is a black button immediately underneath. Press that key.

The display will then show WakeUp: --:-- To enter the time, use the numbers on the telephone key pad.

If you make a mistake, you will see that there is a Clear option, when you are happy press the button underneath OK.

Press the release key to get out of hotel mode. This is the key that has a picture of a telephone handset and is above the four keys that will be illuminated by a red light when you are in hotel mode.

Then put the switchboard back on night.

Your Handset

External calls will sound a short ring ring, similar to a normal telephone. Press the button with the green telephone handset on. You should answer these calls by saying "Good evening/Good morning, The Royal Castle Hotel, how can I help you?"

Internal calls, that come from guest rooms, will sound a longer ring. Press the button with the green handset on. You should answer these calls by saying "Good evening/Good morning Night porter speaking"

Transfer calls, To put a caller through to another phone you must first press the R button on the bottom Right hand corner of your handset (Call waiting). Then dial the extension number - for rooms you must put a 3 in front of the room number i.e. 332 for room 32 or 301 for room 1. When the person at the other end answers you can announce the call and then hang up by pressing the red handset button.

Speed Dials - These are four digit quick dial numbers that have been pre programmed into the telephone system. You will find lists of speed dial numbers all around the office. All you need to do is dial the four digit number and press your green button. You may need to do this to call a taxi or perhaps a member of management in an emergency. All the speed dial numbers begin with 7.

If you need to make an external call and you can't find the speed dial, you will have to dial 9 first and then the full telephone number. Please note that the system automatically logs all calls made and received, showing the number called, time of call and duration of call.

The handsets also have a slight delay, so if you dial a number, speed dial or the full number, and then put the phone to your ear and hear nothing, please wait before doing anything else. It takes a few seconds to dial, so please be patient.