

HAMILTON ISLAND POSITION DESCRIPTION

POSITION DETAILS

POSITION TITLE:	Porter	LOCATION:	Hamilton Island
DIVISION:	Front Office	DIRECT REPORTS:	Nil
REPORTS TO:	Concierge Supervisor; Chief Concierge; Assistant Guest Services Manager	INDIRECT REPORTS:	Nil
DATE PREPARED:	January 2012		

JOB PURPOSE

Responsible for the quick and efficient transport of guest luggage, and to ensure transfer is completed in a professional manner to achieve maximum guest satisfaction

JOB RESPONSIBILITIES (NOT LIMITED TO)

- Provide a sense of welcome and departure to all guests and visitors
- Handle all guest luggage in an efficient and secure manner and ensure that any luggage stored, is accurately logged
- Be aware of any daily activities, special events and VIP arrivals
- Assist with any arrival and departures processing, and transfers, when necessary
- Ensure all work areas and storerooms are kept clean and tidy at all times
- Ensure all transport vehicles and buggies are maintained in a clean, safe, secure and operable condition at all times
- Respond to all guest enquiries, requests, complaints and lost luggage reports, in a prompt and courteous manner ensuring maximum guest satisfaction at all times
- Complete all daily tasks on nominated checklists, and print and distribute relevant reports

EXPERIENCE & QUALIFICATIONS

- Current open / unrestricted driver's licence (Essential)
- Previous experience in a similar busy, customer facing role (Desirable)
- Previous hospitality experience (Desirable)
- Previous hotel front office experience (Desirable)

PERSON SPECIFICATION/SKILLS

- Excellent personal presentation
- Excellent communication and interpersonal skills
- Physically fit
- Reliable and flexible in terms of shifts and rosters

KEY WORKING RELATIONSHIPS

- Guests of Hamilton Island
- Front Office and Housekeeping departments and personnel
- HIE Executive Team and Stakeholders