



## Hospitality Assistant – 28 hrs/week

Up to £8.91/hour depending on age and experience

### **Job Summary**

The Portland is a charity owned guesthouse with a passion for hospitality and provides unrivalled experiences. We provide high quality accommodation to the public and offer training and experience to vulnerable adults, including those with learning disabilities and autism on a course in to paid employment. A recently renovated late Georgian town house, The Portland creates a family atmosphere amongst staff and trainees and is dedicated to helping individuals in the team reach their full potential. The role will be varied and would suit an adaptable individual who might be looking to work their way up the career ladder in Hospitality, or those who simply enjoy a varied workday. We're looking for an approachable, friendly individual who is willing to take on several roles around the guesthouse including, working with our students to develop their skills. The ideal candidate will have previous experience working in hospitality or customer facing roles. As part of the role, you will be required to work with and train vulnerable adults, and so a care background is desirable, but not essential.

- You will possess a real passion for hospitality and genuinely enjoy meeting new people.
- Someone who understands that customer service is key to our business.

The role will be predominantly weekend and afternoon/evening shifts. Occasional sleep-in shifts will be required and paid in addition to your salary.

### **Responsibilities and Duties**

- Dealing with phone calls
- Checking in and welcoming guests on arrival
- Refer guests to local attractions, restaurants, bars and help with questions from visitors
- Relay guest comments and complaints to management in a swift yet discreet manner
- Support with serving and the running of breakfast including taking orders, clearing away and resetting tables and cooking the orders on early shifts
- Housekeeping, including turning rooms around, maintaining high levels of cleanliness throughout the common areas and guest rooms. Laundry is also undertaken on site.
- Observe Health, Safety, Hygiene, C.O.S.H.H, Fire / First Aid Regulations and legal requirements.
- Be aware and report any Health & Safety issues
- Work with and support trainees whilst completing the above tasks

### **Skills**

- Excellent oral and written communication skills
- Familiarity with hospitality industry
- Customer service experience essential
- Willingness to learn a variety of roles
- Ability to work individually and as a part of a team
- Skills to prepare and cook a variety of breakfast dishes are desirable



**Our Values:**

We are committed to working with our employees to help them progress their career within the hospitality industry

We employ people who strongly care about the work they do and the team around them

We practice a 'learning' culture not a 'blame' culture

**To Apply:**

If you are motivated to work for The Portland and share our enthusiasm for great service and providing opportunities to all, we would be delighted to hear from you. Please send us your CV and a cover letter detailing your experience to Sam on [sam.lucy@stvsandstgs.co.uk](mailto:sam.lucy@stvsandstgs.co.uk).