

Porter Job Description

Objective: To represent the highest standard of excellence in welcomes and guest service.

Reports to: Guest Services Manager

Specific Expectations: The primary purpose of the position is to maintain excellent customer service. You play an integral role in the ongoing relationships being built with every client that visits your property. First impressions mean everything! Your friendly and outgoing nature, as well as your flair for detail and outside-the-box thinking, will guarantee every client you personally interact with will remember their experience you helped create. Building memories is something that is important to you. You present your own special brand of “Canad Hospitality” to everyone you come in contact with during your busy day. Co-workers appreciate the positive energy you bring to the team, as well as your inherent ability to have fun while maintaining a high degree of professionalism. Your smile and attitude are infectious!

Opening Duties:

1. Sign in on department time sheet and check communications binder/board for any special preparations of the day;
2. Receive a shift briefing from management.

Shift Duties:

- ✓ Assist with all guest needs;
- ✓ Check Canad Inns website for news and updates;
- ✓ Explain all hotel amenities, hours of operations and hotel policies to guests;
- ✓ Greet each guest in a friendly and polite manner;
- ✓ Thank each guest;
- ✓ Transport guests safely.

Closing Duties:

1. Ensure relief personnel are ready and available to perform job duties;
2. Inform relief personnel of any special requests or tasks needing to be done;
3. Sign out on timesheet and check schedule for upcoming shift(s).

Qualifications:

- ✓ Able to work a variety of shifts;
- ✓ Articulate communication both verbally and in writing;
- ✓ Bondable;
- ✓ Can acquire Criminal Background Check and applicable certificates;
- ✓ Clean, with good hygiene habits;
- ✓ Detail-oriented;
- ✓ Enjoys meeting and talking with different people;
- ✓ Excellent driving record and knowledge of local streets and attractions;
- ✓ Organized, accurate and reliable;
- ✓ Personable and approachable;
- ✓ Prioritizes and works efficiently with limited supervision;
- ✓ Professional attitude and expectations;
- ✓ Positive and upbeat attitude and demeanor;
- ✓ Recognizes and resolves problems quickly and efficiently;
- ✓ Significant knowledge of city streets and attractions;
- ✓ Takes direction and learns quickly;
- ✓ Works with the public in a calm, courteous, friendly and professional manner.

Supplies & Equipment:

1. Basic office supplies: pens, calculator, etc.

2. City maps
3. Clean and pressed uniform with nametag and Canad pin

Workplace Abilities:

- ✓ Bend and stretch frequently;
- ✓ Complete cash transactions;
- ✓ Perform some minor lifting (i.e. luggage)
- ✓ Provide information of local attractions and activities, with a good general knowledge of the community and surrounding areas;
- ✓ Use telephone etiquette;
- ✓ Work quickly and quietly.

All job descriptions are subject to a periodic review. Other duties will be assigned occasionally by management. Changes will be discussed prior to or at the time of amendment.