

Hotel Porter

A hotel porter welcomes guests, carries their luggage to and from their room and arranges various services such as taxis and restaurant bookings. They are sometimes referred to as a concierge, usually when at a senior level.

The Work

You could be:

- greeting guests and carrying luggage to and from their room
- showing guests to their room and explaining the facilities
- parking guests' cars
- taking and delivering messages to guests
- looking after keys and left luggage
- answering guests' questions about the hotel and local points of interest
- arranging transport and making restaurant and theatre bookings for guests
- keeping the lobby and reception area tidy and collecting hotel laundry
- moving furniture and setting up rooms for conferences and events.

As a hotel night porter (night shift) you might have to cover for many different jobs:

- covering the reception desk, dealing with enquiries by phone and face-to-face
- using the computer to check in guests arriving late, and check out those leaving early
- preparing and delivering late night snacks to guests' rooms
- assisting in the bar
- collecting and delivering the morning papers
- dealing alone with problems arising in the night; if necessary transferring guests into a different room
- setting up equipment and coffee for early morning conferences
- if there is a fire or emergency making sure that guests are evacuated safely.

Pay

The figures below are only a guide. Actual pay rates may vary, depending on:

- where you work
- the size of company or organisation you work for
- the demand for the job.

The starting salary is often based on the National Minimum Wage (NMW).

As of 1 April 2020 the National Minimum Wage is £4.55 an hour for workers aged 16 to 17, £6.45 an hour for workers aged 18 to 20 and £8.20 an hour for workers aged 21 to 24. The National Living Wage is £8.72 for workers aged 25 and over. This can rise to around £9.00 an hour.

You might boost your income with tips, shift allowances and overtime.

If you live in, there may be a deduction for board and lodging.

Conditions

- You work shifts, including early mornings, nights and weekends.
- Hours can be variable but on average are around 40 hours a week.
- You may be on call sometimes even when you're not on duty.
- You might have to live-in.
- Some hotels are in remote areas such as parts of the Highlands and Islands.
- The work may be seasonal, with lay-offs in winter.
- This is an active job.
- You have to carry heavy loads, possibly up and down stairs, and move heavy furniture.
- You will wear a uniform provided by the hotel.

Getting In

- You do not need formal qualifications but a good general education is useful.
- Applicants must be over 18 if they have to serve alcohol.
- You must be physically fit.
- A driving licence is useful.

What Does It Take

You need to have:

- a smart appearance
- a friendly welcoming approach
- a calm, patient and polite manner
- local knowledge
- a good memory - for information and people
- excellent organisational skills
- strong customer service skills
- excellent communication skills
- leadership skills if you are a head porter.

You need to be:

- honest and reliable
- able to work alone
- respectful of guests' privacy.

Training

- Training is mainly on the job.

- While working you can study for the SVQ Hospitality Services at SCQF Level 4.

Getting On

- There are hotels in every Scottish town and city as well as in rural areas. There is generally a good range of vacancies in jobcentres, especially for night porters.
- With experience, you could become a head porter (conciierge), and then go on to supervisory and front of house management posts. An additional SVQ in Hospitality Services at SCQF Level 5 might help your promotion chances.
- You might have to move around to get more senior positions, particularly with smaller employers.

Contacts

People 1st - Hospitality Guild

Tel: 0203 074 1222

Email: eqa@people1st.co.uk

Website: www.hospitalityguild.co.uk

Website (2): www.people1st.co.uk

Twitter: @p1stgroup

Springboard

Tel: 020 7921 0420

Email: info@springboarduk.org.uk

Website: www.careerscope.uk.net

Website (2): springboard.uk.net

Twitter: @Springboard_UK

Facebook: www.facebook.com/SpringboardUKCharity

Statistics

Employment Status UK %



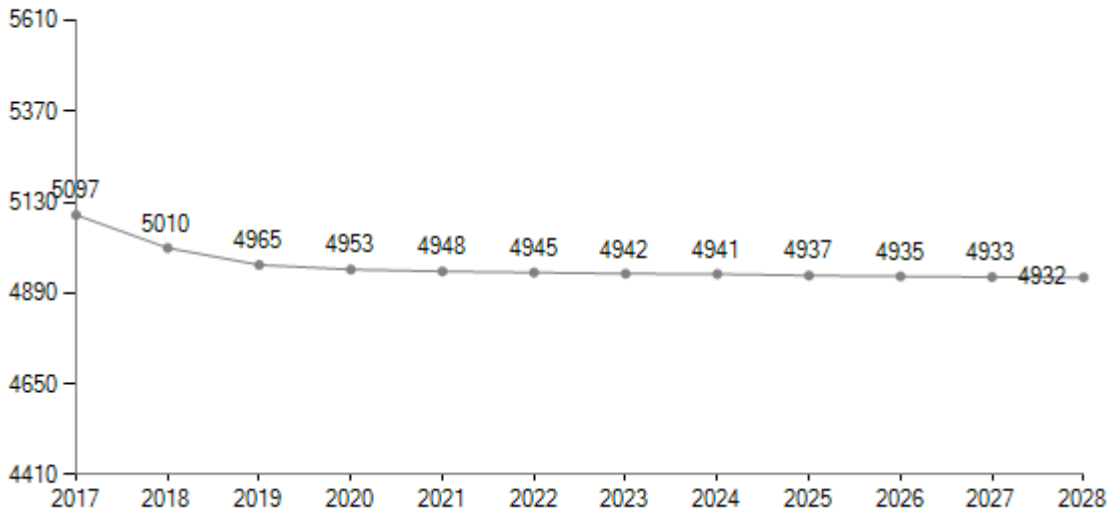
Past Unemployment - Scotland

Date	Unemployed
Dec 2018	0.67%

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Predicted Employment in Scotland



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