



GOODWOOD

The Role

The **Porter** will be part of the Front Desk team at the Goodwood Hotel and will report to the Guest Relations Manager.

About us

At Goodwood, we celebrate our 300-year history as a quintessentially English Estate, in modern and authentic ways delivering extraordinary and engaging experiences. Our setting, 12,000 acres of West Sussex countryside and our story both play significant roles in Goodwood's success. What really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes us the unique, luxury brand we are.

Passionate People

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Goodwood. We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for providing the “**world's leading luxury experience.**”

Our Values

The Real Thing

We employ meticulous attention to detail to create experiences, as they should be. We are honest and open.

Daring Do

We don't mind breaking the rules to create the best possible experiences. We will take tough decisions

Obsession for Perfection

It's a team thing – everybody mucks in to make things happen. We're madly passionate about what we do

Sheer Love of Life

We want to make everyone feel special by loving what we do.

Purpose of the role

Responsible for providing excellent customer service and care to our guests throughout their whole journey at the Goodwood Hotel. To ensure that guest needs are anticipated, met and exceeded and to facilitate the Goodwood Hotel as 'the gateway' to the Goodwood Estate.

Key responsibilities

- To conduct pre-arrival welcome calls, upselling upgrades and items for the guests' arrival;
- Show guests to their rooms whilst assisting with luggage and labelling and storing items where necessary;
- Ensure frequent and VIP guests are known and cared for accordingly and that this information is communicated to the rest of the Hotel;
- To consistently maintain and update guest history and VIP lists as and when required;
- To have full and thorough knowledge of all Hotel features and the Estate services;

- To coordinate transport for Hotel guests and act as a shuttle service as and when required;
- To ensure full preparation for show rounds;
- To be responsible for the appearance of the Hotel entrance, ensuring it is welcoming at all times;
- As required, to escort clients to meetings and events and handover to the relevant operations team;
- To deliver room service and collect used items as and when required.

Qualities you will possess

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| <ul style="list-style-type: none"> • Passion for Hospitality and customer service • Positive and friendly with a “can do attitude” • Attention to detail • Ability to prioritise and organise • Proactive approach • Take responsibility for yourself | <ul style="list-style-type: none"> • Confident to make decisions and to stand by them • Good negotiation and influencing skills • Excellent communicator • A sense of fun! • Strong multi tasker |
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What do you need to be successful?

- Previous experience of working in a customer facing role, ideally within the hospitality or leisure industry, would be desirable as would previous experience of supervising a team
- Manual handling training would be advantageous but training will also be provided
- You must hold a full, clean driving licence

Each role is assigned a level against our expected behaviour. Your role levels are set out below.

BEHAVIOUR	LEVEL
Think Customer	2
Communication & Trust	1
Taking Personal Responsibility	1
Encouraging Excellence & Commercial Success	1
Working Together	2