



Position: Guest Porter

Location: PrideInn Plaza Hotel and Convention Center

Job Purpose: To enhance and uphold Pridenniare values and employee voice of honour

Provide high standards of excellence in handling client's luggages and other belongings.

Company Description

PrideInn Hotels Resorts & Camps, one of Kenya's fastest-growing indigenously owned hospitality brand founded 10 years ago, with footprints in 5 counties operating 7 hotels and a camp is urgently seeking a suitable candidate to fill in the position of Porter

Main duties and Responsibilities

- Checks the daily arrival list for VVIP's or guests with special need.
- To be present at the Concierge/Reception desk or in the lobby to be ready to assist guests, colleagues and visitors when requested.
- Ensure collection and delivery of guest luggage and equipment in an efficient and timely manner.
- Tag baggages it and return the identification slips to guests.
- Assists guests with luggage to the front desk.
- Escorts guests to room, placing luggage in room assigned by front desk.
- Inspects guest room for order and adequate supplies and informs guests of room amenities
- Ensure the efficient delivery and collection of group luggage.
- Ensure that the guest has verified that all luggage has been accounted for.
- Assist guest with long term luggage storage requests / Left luggage requests.
- Update and file the left luggage request form / Long Term luggage request form.
- Update and file errand cards.
- Update the Luggage movement register.
- Transport departing guests' luggage from the room to the lobby, then into a car or taxi after reconfirming with the guests
- Respond to guest requests and queries providing a knowledgeable, efficient and helpful information service.

Requirements and skills

- Certificate/Diploma in Hospitality
- Previous hands-on work experience as a Porter/Janitor
- Good physical condition, stamina and strength (e.g. to lift heavy equipment and luggage)
- Familiarity with security regulations
- Solid verbal communication skills to interact with cleaning staff, technicians and customers

- Availability to work in shifts and flexible schedules (e.g. weekends and evenings)

How to Apply

Send your Cover Letter and updated CV to recruitment@prideinnplaza.com clearly indicating the job title, by 31st August, 2022.