

Porter Job Description

A comprehensive job description template
for Australian hotels and accommodation businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and hospitality industry practices at the time of publication. You should review and tailor this template to suit your business, hotel type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

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1. Position Overview

1.1 Position Title

Porter / Hotel Porter / Bell Attendant / Luggage Porter

1.2 Position Summary

The Porter is responsible for providing excellent guest service through luggage handling, guest assistance and maintaining the hotel lobby presentation. This role involves greeting guests on arrival, transporting luggage to and from guest rooms, assisting with deliveries and providing general support to ensure a smooth and welcoming guest experience.

The position requires physical fitness for lifting and carrying luggage, excellent customer service skills, local area knowledge and the ability to work efficiently in a fast-paced environment. The Porter acts as an ambassador for the hotel and creates positive first impressions for arriving guests.

1.3 Reporting Structure

This position reports to:

- Front Office Manager / Front Desk Manager
- Concierge / Chief Concierge
- Shift Supervisor (during shifts)

1.4 Employment Type

This position is available as:

- Casual (variable hours based on hotel occupancy)
- Part-time (regular rostered hours)
- Full-time (38 hours per week)

2. Key Responsibilities

2.1 Luggage Handling and Transportation

- Greet arriving guests at hotel entrance and offer luggage assistance
- Load and unload luggage from vehicles safely and efficiently
- Transport guest luggage to and from rooms using luggage carts
- Handle luggage with care and ensure nothing is damaged or lost
- Deliver luggage to correct rooms and verify room numbers
- Assist departing guests with luggage collection and vehicle loading
- Store luggage securely for early arrivals or late departures
- Tag all luggage appropriately with guest names and room numbers

2.2 Guest Assistance and Information

- Welcome guests warmly and provide friendly, professional service
- Escort guests to their rooms and explain room features
- Provide information about hotel facilities and services
- Offer local area information including restaurants, attractions and transport
- Assist guests with directions and travel arrangements
- Arrange taxi bookings and coordinate with drivers
- Help guests with special requests and forward to appropriate departments
- Answer guest enquiries professionally and courteously

2.3 Lobby and Entrance Duties

- Maintain clean, tidy and welcoming hotel entrance and lobby area
- Monitor entrance for arriving guests and vehicles
- Open doors for guests and assist with wheelchair access
- Keep luggage carts clean, organised and in good working order
- Ensure lobby furniture is arranged neatly
- Remove any litter or debris from entrance areas
- Report maintenance issues or hazards to management

2.4 Delivery and Errand Services

- Deliver packages, mail and messages to guest rooms
- Coordinate with front desk on guest deliveries
- Collect and deliver dry cleaning and laundry
- Transport items between hotel departments as required
- Assist with room service deliveries during peak periods
- Run errands for guests when appropriate
- Maintain delivery records and obtain guest signatures when required

2.5 Vehicle and Parking Assistance

- Assist guests with vehicle unloading at entrance
- Provide information about parking facilities and charges
- Direct guests to parking areas
- Coordinate with valet service if applicable
- Help guests locate vehicles in hotel parking areas
- Call parking assistance when needed

2.6 Guest Room Support

- Deliver extra towels, bedding and amenities to rooms
- Assist with cots, rollaway beds and high chairs setup
- Transport equipment to rooms as requested
- Coordinate with housekeeping on guest requests
- Report room maintenance issues observed during visits

2.7 Safety and Security

- Follow safety procedures when lifting and carrying heavy luggage
- Monitor lobby and entrance areas for security concerns
- Report suspicious activity or persons to security/management
- Ensure luggage storage areas are secure
- Verify guest identity before releasing stored luggage
- Follow emergency evacuation procedures
- Maintain confidentiality of guest information

3. Required Skills and Attributes

3.1 Essential Skills

Customer Service Excellence

Friendly, welcoming demeanour with genuine desire to help guests. Excellent interpersonal and communication skills. Ability to anticipate guest needs and provide personalised service. Professional presentation and positive attitude at all times.

Physical Fitness and Capability

Ability to lift, carry and manoeuvre luggage weighing up to 25kg repeatedly throughout shift. Physical stamina to stand, walk and move continuously for extended periods. Good balance and coordination for handling luggage carts and navigating tight spaces.

Local Area Knowledge

Knowledge of local area including restaurants, attractions, shopping areas and transport options. Familiarity with directions and maps. Understanding of taxi services, public transport and travel times to key destinations.

Organisation and Efficiency

Ability to manage multiple tasks and priorities during busy check-in and check-out periods. Systematic approach to luggage handling and storage. Attention to detail to ensure luggage is delivered to correct rooms. Time management skills.

3.2 Personal Attributes

- Professional appearance and grooming standards
- Friendly, approachable and helpful personality
- Strong work ethic and pride in service delivery

- Reliability and punctuality
- Flexibility to work varied shifts including early mornings and late evenings
- Team player willing to assist colleagues
- Ability to remain calm and professional during busy periods
- Honest and trustworthy
- Good problem-solving abilities
- Cultural sensitivity when dealing with diverse guests

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Physical capability to lift and carry luggage (up to 25kg)
- Ability to work flexible roster including early mornings, late nights, weekends and public holidays
- Good level of fitness and mobility
- Basic English communication skills

4.2 Desirable Qualifications

- Certificate II or III in Hospitality
- Previous hotel or guest services experience
- First Aid certificate
- Manual handling training
- Current driver's licence (advantageous)
- Additional language skills
- Customer service training

4.3 Experience

Previous experience in a hotel, hospitality or customer service role is desirable but not essential. Entry-level candidates with the right attitude, fitness and customer service focus will be considered. Training will be provided on luggage handling procedures, hotel systems and safety protocols.

5. Working Conditions

5.1 Hours of Work

- Shifts aligned with peak check-in and check-out times (typically morning and afternoon)
- Regular work on weekends and public holidays
- Early morning starts and evening shifts as required
- Shift lengths typically 6-8 hours

- Peak periods during hotel busy seasons and events
- Roster provided in advance as per award requirements

5.2 Physical Requirements

- Frequent lifting and carrying of heavy luggage (15-25kg)
- Standing and walking for extended periods throughout shift
- Pushing and pulling luggage carts
- Bending, reaching and stretching to handle luggage
- Climbing stairs in properties without elevators
- Working outdoors in various weather conditions at entrance areas
- Manual dexterity for handling luggage tags and paperwork

5.3 Work Environment

- Indoor hotel lobby and corridor environments
- Outdoor entrance and driveway areas (exposed to weather)
- Use of service elevators and back-of-house areas
- Constant interaction with guests and hotel staff
- Fast-paced environment during peak check-in/out times
- Exposure to vehicle traffic at hotel entrance

5.4 Uniform and Presentation

- Uniform provided by hotel (typically includes jacket, trousers, shirt and tie/scarf)
- Professional grooming standards required
- Closed, polished shoes with good grip and support
- Neat hair and minimal jewellery
- Name badge to be worn at all times
- Uniform must be clean and pressed for each shift

6. Award Information

6.1 Modern Award Coverage

This position is typically covered by the Hospitality Industry (General) Award 2020 (MA000009). The award sets minimum pay rates, penalty rates, allowances and conditions for employees in hotels, motels and other accommodation businesses.

6.2 Classification Level

Porters are generally classified under the award as:

- Level 1: Entry-level porter with basic luggage handling duties

- Level 2: Experienced porter with additional guest service responsibilities
- Level 3: Senior porter with supervisory duties or specialised skills

The specific classification level will be determined based on the duties performed, experience and skills of the successful candidate.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Evening work (after 7pm): Additional loading may apply
- Saturday: Higher rates apply (varies by employment type)
- Sunday: Premium rate applies
- Public holidays: Premium rate applies
- Early morning starts: Allowances may apply

Casual employees receive a 25% casual loading instead of paid leave entitlements. Refer to the Hospitality Industry (General) Award 2020 for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Treat all guests, colleagues and managers with respect and courtesy
- Maintain confidentiality regarding guest information
- Follow all hotel policies, procedures and standards
- Represent the hotel positively at all times
- Arrive on time in full, clean uniform
- Notify management of absence or lateness immediately

7.2 Service Standards

- Greet every guest warmly and offer assistance proactively
- Handle luggage with care and respect
- Provide accurate information about hotel and local area
- Anticipate guest needs and exceed expectations
- Respond to requests promptly and efficiently
- Maintain friendly, professional demeanour throughout shift

7.3 Safety and Care

- Follow safe manual handling techniques at all times
- Report any injuries or incidents immediately
- Handle guest property with utmost care

- Maintain awareness of surroundings and potential hazards
- Follow security protocols for luggage storage
- Keep work areas safe and free from obstacles

7.4 Teamwork Expectations

- Support colleagues during busy periods
- Communicate clearly with front desk and other departments
- Share workload fairly with other porters
- Participate positively in team meetings
- Accept feedback constructively
- Assist with training new porters

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV
- Cover letter outlining relevant experience and availability
- Copies of relevant certificates (hospitality qualifications, first aid, etc.)
- Contact details for two professional referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone or video interview
- In-person interview at the hotel
- Physical capability assessment if required
- Reference checks
- Police check (may be required)

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the hotel.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____