

# Hotel Porter

## Kaikawe Tueke

### Other names for this job

Baggage Checker, Concierge, Guest Service Agent, Porter (Hotel), Room Service Clerk

### What people in this job do

Hotel porters look after guests' luggage, answer their enquiries and run errands.

Hotel porters may do some or all of the following:

- greet and show guests to their rooms
- take care of guests' luggage
- run errands for guests
- deliver mail and messages
- deliver newspapers to rooms and lounges
- answer guests' enquiries about hotel services and local attractions
- park guests' cars
- book taxis and restaurants
- deliver meals and drinks to rooms
- clean guests' shoes
- cover the reception desk when necessary
- book tours and make changes to travel arrangements for guests
- carry out administrative duties such as stock ordering
- pick up and drop off guests to and from airports and other locations.

### Personal requirements

Hotel porters need to have:

- good organisational and planning skills
- excellent communication and people skills
- knowledge of hotel services and safety regulations
- knowledge of the local area and tourist attractions
- knowledge of local restaurants and transport services
- basic computer skills.

Hotel porters need to be:

- friendly and helpful
- good at listening

- polite and tactful
- resourceful and reliable
- able to work well as part of a team.

They also need to have an eye for detail. As they deal with a wide range of nationalities, they should also have an understanding and awareness of other cultures.

Hotel porters should be fit, healthy and strong as their job requires some heavy lifting and spending long hours on their feet. A tidy appearance and good personal presentation are very important.

### How to get into this job

*Secondary education:* There are no specific secondary educational requirements to become a hotel porter, but Sixth Form or NCEA equivalent English and maths is preferred.

*Tertiary education:* There are no specific tertiary requirements for hotel porters, although relevant hospitality industry training courses, such as the National Certificate in Hospitality, are useful.

### Pay and job outlook

Salaries vary, but hotel porters usually earn between \$18,000 and \$30,000 per year, depending on experience. Many hotel porters work part-time.

The outlook for hotel porters is fairly good and the number of people employed in this occupation is expected to remain stable or grow moderately over the next two to three years.

### Related jobs

Bartender, Executive Housekeeper, Food Counter Assistant, Hotel/Motel Receptionist, Kitchen Assistant, Usher, Waiter/Waitress

### Further contacts

**Hospitality Association of New Zealand**

WELLINGTON, 0800 500 503, [nsc@hanz.org.nz](mailto:nsc@hanz.org.nz), [www.hanz.org.nz](http://www.hanz.org.nz)

**Hospitality Standards Institute**

WELLINGTON, 0800 275 4474, (04) 385 9563, [www.hsi.co.nz/](http://www.hsi.co.nz/)