

Uniformed Staff

The work

The hotel porters and door staff – also known as the uniformed staff – are an essential part of a hotel team. Apart from being among the first members of staff guests see, they do a range of jobs that make the hotel run smoothly.

There are various jobs in this category:

- **Concierge:** the concierge's desk is the hotel's information centre. A good concierge can answer a guest's questions on almost any aspect of the hotel's services, or facilities in the area. He or she can also organise excursions, theatre tickets, taxis and onward travel, and supply newspapers. In some hotels, the concierge also keeps the room keys.
- **Porter:** unloads vehicles, assists guests with check-in and check-out, and distribute luggage. Also delivers goods around the hotel, and sets up function rooms.
- **Bellboy:** a junior porter found only in large international hotels. Distributes luggage and delivers messages.
- **Doorman:** also employed only in larger hotels. Work includes keeping the door, welcoming guests, security control, as well as helping guests with parking and taxis.
- **Valet:** porters linen and laundry supplies. In some international hotels, also a car parking attendant.
- **Night porter:** not simply a porter, he or she takes over all the responsibilities of the door staff. In quieter hotels, may also handle reception, telephone, guest check-in, basic office work and room service.

The person

Formal qualifications are not usually needed, but a relevant national qualification is an advantage. Must be of good appearance and physically fit. This person should have a pleasant and helpful personality.

Appropriate national qualifications and learnerships

These qualifications are offered in industry, by some Technical Colleges, and by private training institutions:

Qualification	Learnership	NQF level
Skills Program in portering	National Certificate in Hospitality Reception	4
National Certificate in Tourism: Reception	National Certificate in Tourism: Reception	4

