



# OMNISERV

## Job Description

<b>Job Title:</b>	Porter - VIP Operation
<b>Location:</b>	London Heathrow Airport
<b>Reporting To:</b>	Team Leader
<b>Direct Reports:</b>	Team Leader & Supervisor
<b>Shift Work:</b>	4 on – 2 off - Early and Late shift Pattern - Full time, Permanent
<b>Hourly Rate:</b>	£7.83 – 37.5hrs per week

### Purpose:

The role of the Porter is to ensure that the check-in departure and arrivals gate products are professionally well presented. You will be required to assist with individual passenger, be able to demonstrate first class customer service to all passengers. All porters are expected to proactively assist our guests and handling agents through a solution focused approach.

### Key Responsibilities:

- IO Porter assistance
- Check-in set up - Signage, barriers, baggage weighing scales and carpets
- Stock replenishment – Ensuring that stock is available in a timely manner
- Premium porter service – Providing excellent customer service at all times
- Economy out of of gauge movements and general control of the economy check-in area
- Managing queues within the check-in area
- Assist with trolley collections, collect any out of gauge items for both First, Business and Economy Class guests
- Introduce yourself to premium passengers
- Assist the airline clients as directed by the supervisors
- Departure gate setup
- Hand baggage and baby stroller collection – Transfer to ramp area for loading onto the aircraft
- First class arrivals lounge assistance – Assist guests with baggage to pre-booked chauffer driven cars, ensure all baggage has been loaded correctly
- Meet and greet passengers outside the terminal within the forecourt area – load baggage onto trolleys, escort the passenger to the check-in area
- Escort passengers to departing and arrivals flights
- Update the Omniserv team leader throughout the shift
- Attend all mandatory training provided by the client and Omniserv
- Attended pre-shift briefing's, company/ client meetings when required to do so

- Must be able to provide a 5 year checkable reference history in order to work at Heathrow Airport , as you will need to apply for a full airport ID

Carry out any reasonable task requested. This description is an outline of the role and it is expected that key task will vary with the demand of our client and operation base.