



T H Y M E

Night Porter

Thyme is “a village within a village” set within 150 acres of Cotswold countryside, comprising hotel bedrooms, cottages, the Ox Barn restaurant, Meadow Spa, our village pub The Swan, Cookery School, cocktail bar The Baa, kitchen garden & farm.

This role is suited to someone who has great attention to detail, the ability to follow processes and takes pride in their job.

You will report directly to the Hotel Manager and will support both the front of house and reception teams, as well as the other night porters.

The role is full-time and involves:

- Achieving positive outcomes from guest queries in a timely and efficient manner
- Assisting guests with luggage and other requests, as necessary
- Demonstrate a high level of customer service at all times
- Liaise with Housekeeping with any jobs that have arisen overnight.
- Deal with complaints at night, find suitable solutions according to policies and procedures set or escalate them to management.
- Assist with fire walks, and, in case of an emergency, be the Responsible Person
- Act in accordance with all security and emergency procedures and manage the instigation of these, as required
- Attend appropriate training courses, when required
- Demonstrate current knowledge of hotel products, services, pricing and policies, as well as knowledge of the local area
- Follow company brand standards
- Other Night duties assigned by General Manager & Hotel Manager
- Night Porter experience necessary.

Please note that we are in a very rural location so your own transport is essential.

If this sounds like the role for you, please email your CV and a covering letter to recruitment@thyme.co.uk. Please state why you would like to work for Thyme and what your experience could bring to the role.

‘Our village within a village’

Thyme includes our hotel, Ox Barn restaurant,
Meadow Spa, Cookery School, The Baa,
farm & kitchen garden, Tithe Barn private event space
and village pub – The Swan

www.thyme.co.uk