CAREER PROFILE



Porter

Overview

A porter assists guests with luggage, deliveries, and general requests while providing friendly customer service and supporting the smooth operation of a hotel or accommodation venue.

Requirements

- □ Good communication
- □ Customer service skills
- □ Ability to lift and carry
- □ Attention to detail
- □ Ability to follow instructions
- □ Reliable and organised

Scan to watch the role in action!

Training

No formal qualification is usually required to start. On-the-job training is common. A **Certificate III in Hospitality** can provide relevant training in porter services and guest service.

Career Progression

Porter → **Porter Team Leader** → **Guest Services Supervisor** → **Manager on Duty** → **Front Office Manager**