

**‘WE ARE WHAT WE REPEATEDLY DO.
EXCELLENCE, THEREFORE, IS NOT
AN ACT BUT A HABIT’.**

- Aristotle

At the Grand Hotel Excelsior we strive to deliver a superior service quality at all times. We aim to continuously exceed expectations, and encourage all our team members to offer an exceptional service to each of our guests. We strongly believe in the strengths of our team members, who have made the Grand Hotel Excelsior one of the leading hotels on the Island.

We are currently seeking dynamic and motivated individuals, who take pride in delivering extraordinary customer service, in the following positions:

VACANCY - FRONT OFFICE PORTER

Closing Date - 15th September 2025

Basis - Full Time

Objectives:

Main Tasks

- Storing luggage correctly in the Luggage Room and ensuring that all items are correctly tagged
- Delivering luggage to guest rooms
- Meeting and greeting guests
- Opening doors for guests and welcoming them to the Hotel
- Ensuring that the lobby is clean and tidy, and reporting shortcomings to the Housekeeping department
- Directing and/or escorting guests as necessary
- Escorting guests to their rooms
- Checking that international flags are displayed according to standard
- Delivering messages to guest rooms in a timely manner
- Ensuring that daily signage is properly displayed
- Monitoring the car park
- Controlling parking
- Informing Security about any suspicious behaviour in the lobby

General Requirements

- Comply with all company policies of the Grand Hotel Excelsior
- Comply with all systems and procedures as laid down by the General Manager and Front Office Manager
- Maintain a high standard of personal appearance and hygiene at all times
- Participate in Health and Safety training and have a complete and up-to-date knowledge of Hotel emergency and evacuation procedures
- The company reserves the right to add and amend any duties or responsibilities at its discretion.

**Interested candidates are requested to send their CV and covering letter to:
hr@excelsior.com.mt or Human Resources Department, Grand Hotel Excelsior,
Great Siege Road, Floriana.**



www.excelsior.com.mt

Great Siege Road
Floriana, FRN 1810
Malta

Phone +356 2125 0520
Fax +356 2125 0522