



BUTLER: JOB DESCRIPTION

Reports to: Head Butler/ Butler Manager/ Villa Manager

Summary: Is responsible for all aspects of guest care during their stay. Assists in all areas of the hotel and undergoes continuous improvement of skills through training and practice. Provides the highest professional standards of service to our guests, thus exceeding the guest's expectation.

Department: Butler Service

Butler duties and responsibilities

- Acts promptly and professionally on guest needs.
- Abides and maintains to the established operating procedures.
- Ensures the privacy of guests and families as well as respects culture and sense of place.
- Maintains an excellent reputation in the eyes of the guests and the staff.
- Is knowledgeable about assigned guests and conducts pre-arrival procedures. Is aware of all related information including guest reservation correspondence and ensuring that all inclusions on the booking are in place and accurate.
- Conducts all welcome procedures including airport pick-up, room and property orientation, speedy, convenient check-in and handover of keys, unpacking, etc.
- Inspects all guest rooms prior to arrival to ensure pristine cleanliness and readiness, and to place any personalized special amenities including welcome letter are in place. Inspects all guest rooms upon departure to ensure guest has left nothing behind and to ensure they receive it if they do.
- Builds friendly and collaborative relationships with colleagues in all areas and liaises with various departments as needed (eg. maintenance following room inspections, etc).
- Is completely knowledgeable of all facilities and services offered at the resort along with community excursions/facilities that may be of interest and assists guest with bookings, transportation, reservations as needed.
- Maximizes the resort revenue by tastefully up-selling spa facilities, dining facilities, private dinners, room upgrades etc. with efficiency and within standard operating procedures.
- Assists and organizes any special events for guest, eg. for a birthday or anniversary.
- Arranges and serves all private in-room/ in-villa dining.
- Ensures on daily basis that all guest bills are checked and adjusted where necessary.



- Helps manage, maintain, clean and keep records on butler's pantry stock and supplies.
- Records and reports any challenges and how these were addressed, unusual incidents or compliments to Head Butler/Manager and Team.

Butler skills and qualifications

- Minimum 1 to 2 years of experience as a Butler/Bellman/Related customer service role, preferably in a luxury hotel.
- School-leaving certificate (Math and English desired- but not necessary).
- An indication of relevant learning or training, such as certification in hospitality or culinary arts (desired)
- Knowledge about wines, cookery, and dining protocols (desired)
- Proficiency in planning, purchasing, and maintaining supplies and inventories (desired)
- Experience processing payments and operating a point-of-sale system (desired)
- Food handlers permit or experience attaining one (necessary)

Butler competencies

- Excellent verbal communication skills and awareness of body language
- Fair written communication skills and/or ability to independently improve
- A friendly, outgoing attitude with guests and colleagues and a high regard for professionalism
- Proactive, very resourceful and able to work independently
- Ability to work closely with a co-butler when assigned a guest
- Confident and engaging customer service skills, along with the ability to work within a fast-paced team environment
- Impeccable organizational and planning skills
- The ability to delegate activities and manage others
- The ability to work with a team and respectfully and warmly work with other departments
- Attention to detail and the ability to multitask
- A sense of confidence, humility and discretion