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Butler

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Company: Accor

Location: Beşiktaş

Category: other-general

Company Description

Job Summary/Purpose:

Butler acts as a point of contact for the guest during their stay, assisting with any arrangements or requests of the guests and provides personalized service to ensure a flawless and memorable experience through the Raffles touch.

Job Description

The attached key areas, responsibilities and activities reflect the items considered necessary to describe the principal functions of the job identified and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.

Corresponds with guests for any requests or preferences prior to, during and following their stays.

Regularly attends department line-ups and meetings to communicate any pertinent information and to assist in any needed activity.

Attends training sessions, performing related duties and special projects assigned as required.

Manages and exceeds guest expectations

Handles and reports guest complaints to shift in-charge.

Inspects arrival rooms to make sure all standards are met.

Inspects occupied rooms to deliver the Raffles touch by providing proactive personalized service and exceeding expectations.

Keeps track of all due out and stay over DND rooms

Cleans, maintains and ensures the upkeep of guest minibars and butler minibar storerooms and reports any maintenance faults

Ensures all unattended valuables and inside guest rooms are noted and Butler Administration Officer is informed about the same.

Communicates with Private Dining on a regular basis to ensure amenities, guest preferences and other such points are taken care of and carried out flawlessly.

Practices up-selling of the hotel products and facilities.

Ensures that repeat and long stay guests are greeted regularly and the profiles are updated.

Provides in-room check-ins and room orientations for guest comfort

Decorates rooms for kids and special occasion rooms and provides special attention to such reservations.

Realizes the multi-cultural nature of guest profiles and provides personalized service accordingly.

Takes regular inventories of all items and informs butler admin supervisor for any fresh stocks required.

Ensures smooth handover of daily activities to next shift.

Provides additional services such as laundry, packing and shoe shine service and ensures that special preferences of all guests are taken into consideration.

Qualifications

CHARACTERISTICS REQUIRED

PHYSICAL

Neat appearance

Articulate

Good Posture

LANGUAGES

Oral and written fluency in English must

Local language fluency must

Other languages desirable

QUALIFICATIONS

University Degree

Housekeeping, Food and Beverage or/and Guest Relations knowledge

Knowledge of Opera Property Management System

WORK EXPERIENCE

At least 2 years of experience in a similar capacity role.

3 or more years' experience in a similar role

DISPOSITION

Ability to motivate and lead

Strong interpersonal skills

Attention to detail

Multitasking

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