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## Butler

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Company: Mandarin Oriental Hotel

Location: İstanbul

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Apply now **Position** Butler (Full time #527963)

**Property / Office:** Mandarin Oriental Bosphorus, Istanbul

**Location:** Istanbul, Turkey

## The Group

Mandarin Oriental Hotel Group is the award-winning owner and operator of some of the most luxurious hotels, resorts and residences located in prime destinations around the world. Increasingly recognized for creating some of the world's most sought-after properties, the Group provides 21st century luxury with oriental charm. Above all, Mandarin Oriental is renowned for creating unique hotels through distinctive design and a strong sense of place, luxury hotels right for their time and place.

## The Hotel

Mandarin Oriental Bosphorus, Istanbul has become Mandarin Oriental Hotel Group's second hotel in Turkey. The hotel is located on the European side of Istanbul, in the luxurious residential district of Kuruçeşme, right next to the unique Bosphorus.

Mandarin Oriental Bosphorus, Istanbul located on the shores of the Bosphorus with its lush, generous, and magical gardens, in the city center with two outdoor pools, 100 spacious guest rooms and suites, rich Sunday brunches with menus from unique Turkish and world delicacies, world-famous Novikov Restaurant for lunch and dinner, serving Italian and Mediterranean specialties, as well as delicious sushi varieties and many other special Pan-Asian delicacies, consists of innovative restaurants and bars and opulent and elegant banquet

facilities. Spanning an area of 3,500 square meters, The Spa at Mandarin Oriental Bosphorus, Istanbul, is one of the best and most comprehensive health and beauty centers in Istanbul.

### **Duties and Responsibilities**

To contact the guest after reservation is made to determine their preferences and to anticipate their needs (obtain preferences for pillow, newspapers, dietary requirement, organizing tours, errands, etc.).

To ensure the awareness of the arrival details, such as the arrival time.

To proactively seek guest preferences and record them.

To communicate guest preferences and feedback with relevant department.

To undertake guest room moves where guest is present.

To carry out errands on behalf of guest.

To greet guest upon arrival for introduction and rooming.

To prepare arrival suite according to known preferences as well as amenities.

To organise guest's departure, offer the service for packing a night before or an appropriate time preferred by guests.

To check the room after departure for any left behind items.

To coordinate with Housekeeping on preferred time for mini-bar replenishment, make up room, turn down service as well as ensure laundry is done accordingly and checked before returning to the wardrobe.

To assist in handling guest calls and acting upon them in a professional & courteous manner. Communicate all guest compliments, comments, observations and complaints to relevant departments and ensuring follow-up.

To assist the Guest Services Team in the day-to-day Departmental/ Hotel operations.

To assist with guest IT requests where required in absence of IT Dept.

To be fully informed of all guest arrivals and in-house guests, ensuring that their requests and preferences are acted upon and shared with all relevant departments.

To contact the guest after departure and thank for their stay and advice of being contacted directly for future bookings.

To ensure good maintenance in all butler suites by doing regular walkarounds and inspections.

To maximize the revenue and occupancy of all butler suites.

To comply with all LQE's & MO Special touches.

To present a professional image by maintaining the Hotel's grooming standards.

To undertake and promote training and development.

To work in conjunction with other departments, very closely, proactively and in a synergized manner.

To carry out any reasonable requests as directed by Managers.

### **Requirements**

At least 2 years of relevant experience in luxury community or hotel.

Fluency in English written and verbal communication.

Preferably Russian or Arabic speaker.

Excellent communication skills in all aspects: verbal, written and non-verbal.

Professional and appropriate business appearance and presentation.

Quality driven with a passion for excellence.

Must possess excellent organizational and administrative skills and interpersonal skills

Approachable, open-minded and fair.

Prior Hotel experience would be an advantage.

**Advertised** 12 Feb 2024 GTB Standard Time

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