

United Arab Emirates Jobs Expertini®

Butler

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Company: Raffles Hotels & Resorts

Location: Dubai

Category: healthcare-practitioners-and-technical

Company Description

A surprising, chic merging of Asian style with an Egyptian aesthetic, Raffles Dubai is a 5-star luxury hotel perfectly positioned in the heart of the city , delivering impeccable service and sophisticated style.

Job Description

PURPOSE OF POSITION

To provide an endlessly enchanting experience to all the in house residents through the raffles personal touch.

Key Roles & Responsibilities

Ensures all the residents receive prompt and courteous service.

Informs Senior Butlers of matters concerning to butler operations, including upkeep of all resident rooms and reports any maintenance faults / anything abnormal, to the supervisor immediately.

Cleans and maintains all butler areas including occupied / non-occupied rooms, pantries,

stores, equipment's, perishables, stationary, etc.

Checks the expiry dates of all perishables and practices optimum usage of recourses.

Maintain the minibar stocks

Liaises with Culinary and Guest Relations team and checks on a regular basis to ensure amenities, resident preferences and other such points are taken care of and carried out flawlessly.

Maintains appearance, discipline and efficiency at all times and understands that necessary action will be taken when found lacking in any of the above.

Ensures that consumption of resident supply is under control

Delivers the Raffles touch by exceeding the resident's expectations and providing proactive personalized service.

Practices up-selling of the hotel products and facilities.

Ensure that repeat residents are met and greeted regularly and the profiles are updated.

Attends daily briefing and notes all information about the residents and functions in the hotel

Fully aware of Raffles Hotels & Resorts standard and Adhere to the core values of Raffles Dubai

Fully understands the difference of guest levels (VIP)

Provide long staying residents / Special attention residents / occasion celebrating residents with greater importance and take good care of them.

Ensures all communication is carried clearly amongst the team Guest Relations Manager / Butler Supervisor

Takes regular inventories of all items within the jurisdiction of butlers and informs the supervisor for any fresh stocks required

Fully understands the difference of room categories.

Performs related duties and special projects assigned.

Ensures all unattended valuables and belongings inside resident rooms are noted and supervisor is informed about the same.

Reports any lost found to the supervisor and the HK coordinator immediately and deposits the same within half an hour in the HK office.

Maintains all reports and records as per the directives of the Senior Butler / Head Butler and respects the deadlines

Offers various facilities and services in order to enable residents to enjoy their stay to the fullest

Work closely with housekeeping team in maintaining the guest room and ensure all rooms / suites are tidied up after residents leave their room.

Perform all duties with discretion, professionalism and a pleasant demeanor

Perform such functions as to include but not be limited to:

Liaise with the Concierge, Raffles Club, and Guest Relations team in preparing a detailed stay of the guest, such as restaurant reservation wake up calls, trip information, and transportation arrangement. Etc.

Provides prompt laundry service, shoe shine service and ensures that special preferences of all residents are taken into consideration.

Greeting Guest and showing them to their rooms, offering refreshments, and taking care of them throughout their stay

Provide balcony dinners and creates secret spaces for guests privacy and romance by thoughtful and caring service

Recommend and arrange amenities for guests

Provide a fond farewell for each guest.

Liaise with the Guest relations team with special set up and ensuring an enchanting stay of guest celebrating occasions at Raffles

Occupational Health and Safety Responsibilities

Demonstrate Awareness of OH&S policies and procedures and ensure all procedures are conducted safely and within OH&S guidelines and ensure your direct reports do the same

Be aware of duty of care and adhere to occupational, health and safety legislation, policies and procedures

Be familiar with property safety, first aid and fire and emergency procedures and operate equipment safely and sensibly

Initiate action to correct a hazardous situation and notify supervisors of potential dangers

Log security incidents and accidents in accordance with hotel requirements

Prepare requisitions for amenities on a timely basis and to ensure Amenities are placed prior guests arrival

Qualifications

PERSONAL ATTRIBUTES

Good English language verbal and written communication skills

Good level of engagement with residents

Ability to work cohesively with co-workers and managers as part of a team

Ability to be attentive to guest needs, remaining calm and courteous at all times

Ability to promote positive relations with hotel residents and patrons

Ability to exercise good judgment with difficult guests

Understanding and ability to work in a multi-cultural environment

Qualifications

Degree from School for Tourism & Hotel Management

Experience

Minimum two year's experience as a butler.

Additional Information

Raffles Dubai Sheikh Rashid Road, Wafi121800 Dubai, United Arab Emirates

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