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Butler Valet

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Company: Marriott

Location: Dubai

Category: other-general

****Job Number**** 24053962

****Job Category**** Rooms & Guest Services Operations

****Location****The St. Regis Dubai The Palm, Palm Jumeirah, P.O. Box 53809, Dubai, United Arab Emirates, United Arab Emirates

****Schedule**** Full-Time

****Located Remotely?****N

****Relocation?**** N

****Position Type**** Non-Management

****POSITION SUMMARY****

Provide personalized service and attention to fulfilling all guest needs including but not limited to: delivering coffee and tea upon request, preparing notes of new arrivals to prepare and communicate the important preferences to the entire hotel operation, coordinating with the front desk to prepare the VIP rooms, checking the room key and briefly double checking if every detail is up to the guest expectation and request, coordinate with front desk to escort early arrivals, be present upon the guests check in to anticipate the guests needs, complete the butler flags which were put into local systems by the reservation, sales and other departments, and send pre-arrival emails. Coordinate with the front desk to escort the VIP to their rooms, work closely with the Guest Services and Engineering departments on requests, pick up laundry request from guests, follow up on laundry delivery and return laundry to the guest promptly.

Report accidents, injuries, and unsafe work conditions to manager. Follow all company policies and procedures, ensure uniform and personal appearance are clean and professional, maintain confidentiality of proprietary information, and protect company assets. Welcome and acknowledge all guests according to company standards, anticipate and address guests' service needs, assist individuals with disabilities, and thank guests with genuine appreciation. Speak with others using clear and professional language, prepare and review written documents accurately and completely, and answer telephones using appropriate etiquette. Develop and maintain positive working relationships with others, and support team to reach common goals. Comply with quality assurance expectations and standards. Move, lift, carry, push, pull, and place objects weighing less than or equal to 25 pounds without assistance; and stand, sit, or walk for an extended period of time or for an entire work shift. Perform other reasonable job duties as requested by Supervisors.

PREFERRED QUALIFICATIONS

Education: High school diploma or G.E.D. equivalent.

Related Work Experience: No related work experience.

Supervisory Experience: No supervisory experience.

License or CertificationNone

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