**Butler job description**

**Job brief**

We are looking for a butler with keen organizational and communication skills to join our team. In this role, you will work closely with internal staff to meet the needs of guests. The butler needs to be knowledgeable about facility services and serve as an attentive liaison between staff and guests.

**Butler Duties and Responsibilities**

* Provide excellent customer service
* Maintain cleanliness of all facility spaces
* Greet guests upon arrival
* Ensure the consistent appearance of spaces across the facility
* Foster a welcoming environment for guests
* Anticipate and meets a wide array of guest needs
* Assist with planning and delivering complementary services
* Note special guest accommodations
* Process transactions, including check-ins, using point of sale system
* Maintain working knowledge of facility floor plan, including emergency exits
* Inspect facility spaces before guest arrival/following the departure
* Furnish emergency plan upon request
* Update guest records as necessary
* Assist with replenishing inventory, including cleaning supplies and dishware

**Butler Requirements and Qualifications**

* High school diploma/degree or Hotel Management diploma/degree required
* Certification in Safety Management or Food Safety a plus
* At least two years of experience in hospitality, customer service or related field
* Must be able to maintain a positive attitude under stressful work conditions
* Ability to adapt to a fast-paced environment
* Some local travel may be required