

Butler Job Description

- Meet guests on arrival and escort them to their rooms and ensure that they are settled in their rooms
- Take note of the needs of guests by learning about their likes, dislikes, allergies, etc.
- Have adequate knowledge of various drinks and foods in stock
- Serve drinks and foods to guests
- Assess and restock wine and all drink types when necessary
- Keep up with hotel policies on safety and hygiene
- Escort guests out of their rooms or tables when they are checking out of the hotel
- Appear presentable before guests at all times
- Recommend and arrange amenities for each guest in the hotel
- On hand to serve the guests when necessary
- Maintain communication with housekeepers to ensure rooms are kept clean for guests at their convenience
- Ensure that rooms meant for guests are kept clean always
- Carry luggage for guests on arrival to the room or the door of the room
- Ensure that guest deliveries are done on time
- Manage welfare of guests like shoe shining and cloth pressing, and other relevant services
- Carry out formal table service as well as service of drinks
- Maintain quality of fine antiques and art
- Arrange tables with flowers and other necessary decorations
- Work with kitchen staff to ensure timely service of food to guests
- Answer questions from guests in regards to hotel amenities and food & drinks menu
- Inform other departments in the hotel about the preference of individual guests
- Create updates in hotel software on preferences of various guests
- Perform basic check in and check out functions as well as room reservation

- Handle requests, apply payment, verify and adjust bills, activate room keys, etc.
- Update company management on guest feedback or experience on their stay
- Maintain professional relationship with guests, applying caution and respect
- Serve as middleman between other departments and guests, relaying information both ways
- Clear table when guests are done with the food or drinks for maintenance of clean environment
- Could also give a farewell greeting to guests at the end of their stay.