

## Butler Job Description

### Purpose Statement

To always provide a personal six-star service to all suite guests and to handle guest complaints and comments in an efficient and timely manner.

### Reporting Structure

Reports to: Head Butler

Direct Reports: N/A

### Operational Duties & Responsibilities

All duties and responsibilities are to be performed in accordance with the Crystal Basics, ISM/ISO, STCW, and MLC standards, USPH guidelines, and environmental regulations.

Each shipboard employee may be required to perform all functions in various service venues and throughout the ship.

- To collect guests from the gangway and escort them to their suites on embarkation day (check in) and explain the suite functions and amenities.
- To provide breakfast, lunch, dinner including 24-hour room service to guests upon their request.
- To provide canapé's, teatime, turndown and bar service to guests upon their request.
- To make onboard reservations, pack/unpack and shine shoes for guests upon their request.
- To do deliveries (such as laundry, gifts, times fax etc.) to guest suites.
- To replenish beverages, coffee & tea, ice and fresh fruits twice a day or as necessary.
- To log the guest's personal laundry, send it down to the laundry for washing, dry cleaning or pressing, and deliver it back to guests in a timely manner.
- To order enough soft drinks, liquor/wine & sparkling wines and fresh fruits for all pantries and to ensure that daily menus are distributed to guests in a timely manner (as per assigned side-duty and schedule, however, to not overstock items in the pantries).
- To ensure that always assigned pantries and lockers kept clean and tidy and in accordance with safety rules and regulations, following the guidelines of USPH.
- To follow the proper cleaning and maintenance procedures of equipment in pantries.
- To clean and refill the coffee machines in assigned guest rooms and pantries properly, as per schedule, usage and according to maintenance manuals.
- To refill beverage stations in all waiting lounges
- To ensure that all equipment is properly and securely stored away when not on duty.
- To follow and execute the housekeeping sanitation program and to complete and update all sanitation log sheets as per policy.
- To report work orders to the head butler and/or housekeeping office when deficiencies are noted or when maintenance is required and to follow up on the work orders in a timely manner.
- To maintain a friendly and approachable demeanor, even under pressure, and utilize an in-depth knowledge and understanding of Crystal Basics.
- To conduct oneself in a professional and courteous manner, including physical and verbal interactions with fellow shipboard employees and/or in the presence of guests.
- To attend meetings, training activities, courses and all other work-related activities as required.



- To record work and rest hours on the crew portal on a continuous basis.
- To perform operational related duties as required. This position description in no way states or implies that these are the only duties to be performed by the shipboard employee occupying this position. Shipboard employees may be required to perform other job-related duties as assigned by their supervisor or management.

## Financial Responsibilities

- To be cost conscious with the use of consumables and bonded items.
- To be cost conscious with the use of cleaning materials and linen.
- To keep crockery and glassware breakages to a minimum.
- To keep food waste (over ordering) to the absolute minimum.
- To be cost conscious with pantry food and bonded inventory.
- To make sure bonded and inventory storage is locked at all times.
- Be revenue minded by upselling from the Connoisseur Wine & Spirit List or Caviar Menu.
- To control use of consumables and equipment.
- To ensure Company property is maintained properly and treated with respect.

## Safety Responsibilities & Physical Requirements

- To use Personal Protective Equipment (PPE) when appropriate.
- To practice Safe Lifting Techniques as required by company guidelines. Employees may be required to lift or move up to 55lbs (25kg) without assistance.
- To comply with In Port Manning (IPM) duties as scheduled.
- Emergency duties as assigned and participation in guest and/or crew lifeboat drills as required.
- Other safety responsibilities, as assigned, but not limited to the above.

## Qualifications

- College Degree/Diploma and/or hotel management school or other relevant apprenticeship in the food service or hospitality industries required.
- Butler School is beneficial but not required.
- Or Minimum of three (3) years proven experience in a luxury international hotel property or two (2) years' experience in the luxury cruise ship industry preferred.
- Fluent in Written and spoken English (needs to score at least 80% in the onboard English proficiency test).
- Must be in possession of all position relevant STCW certification as mandated by the International Maritime Organization (IMO).
- Must be in possession of a valid Crystal Cruises approved Pre-Employment Medical Examination (PEME), declaring the crew member to be fit for shipboard duty.
- Must be service minded with an outgoing, charming, and friendly personality.

Prepared by	M. Stone, DSHR	Draft Date	4 April 2023
Approved by		Effective Date	