

International Cruise Services, SDAD, LTADA.

P O S I T I O N D E S C R I P T I O N

Position Title: Butler

Department: F & B **Sub-Department:** Butler

Reports To: Head Butler

Direct Reports: Assistant Butler

Position Summary

The primary responsibility of the Butler is to provide exceptional service to all guests in suites in the assigned area.

Essential Duties and Responsibilities

Operational

- Possess exemplary interpersonal skills and premium service etiquette.
- Provide each guest with a truly memorable level of service.
- Inspect each guest suite prior to embarkation.
- Greet guests and provide introduction on embarkation day.
- Explain fully all services, and guest suite and bathroom amenities.
- Make reservations for guests at the Alternative Restaurant on board, and Shore side restaurants when asked to do so.
- Possess ability to explain all menus and wines to the guests.
- Provide delivery service for invitations, gifts and flowers.
- Assist guests in disembarking the vessel during disembarkation.
- Take care of guest personal laundry requests, taking it to and from the laundry
- Re-stock the Mini-Bars twice per day or when needed.
- Replenish supplies such as drinking glasses, stationary, ice and all other amenities.
- Report and follow up all defective equipment, fixtures and supplies.
- Ensure the cleanliness of the suites.
- Serve breakfast, lunch or dinner in suite as requested.
- Ensure personal appearance and personal hygiene and uniform are at all times in accordance with the company rules and regulations.
- Arrange in- suite cocktail parties when asked.
- Deliver afternoon VIP canapés and cookies.
- Hand Deliver shore excursions tickets and specialty restaurant reservation cards.
- Inform guests of the itinerary ports of call and help make arrangements for excursions and tours.
- Bring newspapers and/or other literature, as needed, daily.
- Escort guests to officers' tables when invited.
- Provide shoe polish service.
- Schedule appointment with Oceania Club Ambassador, to book future cruise.

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- Offer private tour of ship.
- Coordinate Spa bookings.
- Possess knowledge of and ensure compliance with the United States Public Health sanitation standards, rules and regulations
- Ensure that personal grooming, appearance, hygiene and uniform are in accordance with the company's policy.
- Inform supervisor promptly of any relevant matters.

Training & Development

- Attend all meetings, training activities or classes related to assigned position as required.

Financial

- Maintains equipment and linens.
- Adheres to work schedule in conjunction with Head Butler
- Possess knowledge of the revenue aspects of the operation.
- Ensure cost-effective operation of department, follows Breakage prevention procedures.
- Minimize operating expenses without affecting product standards delivered to the guests.
- Conduct inventory checks when required.

Safety Responsibilities

- Be in possession of valid STCW certificates.
- Possess familiarity with the vessel layout in terms of safety and security.
- Have a full understanding of ship rules and regulations (SMS).
- Participate in all required safety drills/training.
- Ensure that all safety procedures are followed.
- Is adhering to the Ship's Safety Program.
- Follow the Ship Rules & Regulations.
- Maintain a safe and sanitary environment for all guests and crew members.
- Follow proper procedures and instructions at all times to prevent damage of any kind to ship or company property.

Resources

- Possess knowledge of operational manuals including SMS, VOM, USPH, HKOM, BTOM and Training Manuals as instructed by Head Butler.
- Instructions/explanations provided by the Head Butler, Chief Housekeeper, and Restaurant Manager.
- Possess knowledge of Shipboard Training.
- Maintain a high level of crew morale within departments ensuring that all crew are treated in a fair and unbiased manner and the team works with a positive atmosphere.

Other Duties and Responsibilities

- Ensure confidentiality when handling sensitive information.
- Achieve the primary objectives of the position and comply with the above-mentioned accountabilities in a timely and efficient manner in accordance with ICS policies.

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- Project a favorable image of the company, promote its aims and objectives, and foster and enhance public recognition and acceptance of all its areas and endeavors.
- Comply with the safety and pollution prevention regulations and operating procedures at all times, participating in all relevant meetings and training sessions.
- Participate in all mandatory training without excuse.
- Perform all other duties as requested by shipboard management or shore side.

Qualifications

Knowledge, experience, skill, and/or ability

Required

- Positive attitude.
- Strong leadership and organization skills.
- Team player.
- Outgoing personality, open minded and flexible.
- Well-groomed and a neat appearance.
- Ability to deal professionally with guest complaints.
- Fluent in written and spoken English.
- Communicate effectively with others.
- Possess ability to lead and make decisions.
- Good administrative skills.
- Experienced in coaching subordinates.
- Must be cost and quality conscious.
- Adhere to specific scheduled work hours, yet be flexible if circumstances require it.
- Work with international team members.
- Perform assigned duties under pressure (time constraints).

Preferred

- Fluency in additional language(s)
- Cruise Ship Experience.

Required computer skills

- Knowledge of Microsoft programs to include but not limited to, Outlook, Word, Excel, and Power Point
- Possess sufficient computer knowledge to use the company software.

Education/experience/certifications

- High School education or international equivalent.
- Minimum of 3 years as a butler (Quality Hotels or Cruise Ships).
- Equivalent combination of education and experience.

Other Skills:

- Knowledge of general office practices, procedures and equipment.
- Ability to prioritize tasks and work independently.
- Strong organizational, interpersonal and communication skills.

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- Ability to interact with senior-level management and owner representatives.

Math Ability:

- Able to add, subtract, multiply and divide in all units of measure using whole numbers, common fractions, and decimals.

Reasoning Ability:

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.

Work Environment & Physical Demands:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions for this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job the employee is regularly required to:
 - Stand
 - Use hands to finger, handle, or feel
 - Reach with hands and arms
 - Talk or hear and smell
- The employee must be able to lift or move up to 55 pounds (25 kilograms) without assistance.

Vision Requirements:

- Ability to adjust focus, depth perception, peripheral vision, distance vision and close vision and to be able to otherwise perform the essential functions of the job in a manner that does not present danger to the employee or others with or without a reasonable accommodation.

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