



Position Description

Position Title: Butler

Reports To: Head Butler

Direct Reports: None

Position Summary

Provides a variety of personalized services and information to eligible suite guests by performing the following essential duties and responsibilities according to the brand standards of service and style.

Essential Duties & Responsibilities

To support Celebrity Cruises' mission of sustaining "the world's ultimate premium cruise line with a taste of luxury," all duties and responsibilities are to be performed in accordance with Celebrity Cruises' Pillars of Safety, Service and Style, ISM/ISO standards, USPH guidelines, and environmental regulations.

1. In accordance with Celebrity Cruises' Pillars of Safety, Service and Style, as well as through Celebrity Connections, each employee conducts oneself in a professional and courteous manner at all times. This consists of physical and verbal interactions with guests or fellow shipboard employees and/or in the presence of guest contact and Celebrity Family Member (CFM) areas.
2. Each housekeeping shipboard employee reports to their assignment on time and properly groomed and dressed according to Celebrity Cruises' Pillars of Safety, Service and Style. This includes a clean uniform and shoes, nametag, and any other uniform related items.
3. Ensures assigned suites are prepared before embarkation with all the amenities and informational materials required. Ensures the suites are prepared with all food and beverage menus, service menus, flowers, fruit baskets, etc. Replenishes items as needed throughout the voyage. Provides food and beverage services, afternoon tea and canapés, and suite turndown services during evening hours according to the established standards of service and style.
4. Greets and introduces themselves to each suite guest during embarkation. Explains suite amenities and lay out, food and beverage service, dining options, and any other related services. Demonstrates the proper use of the lifejackets, in-room safe, Jacuzzi and any other equipment. May unpack or pack guest's belongings as needed.
5. Provides personalized assistance to guests by following Celebrity's standards of service and style. Maintains knowledge of the ship's regular events, ports of call and special functions by reviewing all available sources, including the vessel's daily newsletter, to provide accurate information to answer questions. Makes reservations for various activities and services such as shore excursions, dining, wine, spa, shore excursions, flowers, etc. Follows-up to ensure services and amenities are delivered as specified.

6. Responds to guest complaints in a considerate, professional and positive manner by showing concern and listening actively and reports all complaints to Chief Concierge for following up. Takes ownership of guest concerns, by following up and ensuring complaints are resolved to the guest's satisfaction.
7. Makes arrangements for tailor service, tuxedo rental, babysitting, special needs, etc. Follows-up to ensure services are scheduled as specified, i.e.,
 - Aqua Spa booking
 - Shore Excursion booking
 - Specialty Restaurant reservations
8. Liaises with the Concierge regarding folio charges, statements, lost luggage, etc.
9. Coordinates the maintenance or repair of the suite with Assistant Chief Housekeeper or other shipboard department as needed.
10. Serves all food and beverage orders requested by guests.
11. Replenishes fruit baskets on a daily basis and provides afternoon tea and canapés.
12. Attends meetings, training activities, courses and all other work-related activities as required.
13. Performs 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 will be required to perform any other job-related duties assigned by the Head Butler or Housekeeping management.
14. Responsible to unpack and pack suite guest's luggage and carries their luggage to the gangway during disembarkation.

Financial Responsibilities

Financial responsibilities for budget, expenses and/or achievement of revenue targets.

- This position is responsible for indirect cost containment through the proper use, handling and maintenance and distribution of equipment, suite amenities and consumable items.

Motivational Responsibilities

People management responsibilities to ensure optimal performance of the function.

- This position does not have supervisory responsibilities.

Qualifications

Minimum hiring, language and physical requirements to perform the job.

Hiring Requirements:

- Two years food and beverage service experience in an upscale hotel, resort or cruise ship.
- Superior customer service, interpersonal, conflict resolution and oral communication skills.
- Ability to communicate tactfully with guests, department heads and shipboard employees to resolve problems and negotiate resolutions.

- Completion of high school or basic education equivalency preferred.

Internal Candidate Requirements:

- Completion of one contract in a restaurant or bar server capacity with a performance rating of satisfactory or above.

Language Requirements:

- Ability to speak English clearly, distinctly and cordially with guests.
- Ability to read and write English in order to understand and interpret written procedures. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers.
- Ability to speak additional languages such as Spanish, French or German preferred.

Physical Requirements:

- While performing the duties of this job, the employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- All shipboard employees must be physically able to participate in emergency life saving procedures and drills. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats. Ability to lift and/or move up to 50 pounds.

Prepared by: Gerry Logan & Antony Papageorgiou	Date: 3rd Draft 11/14/03
Approved by: Jacques Wulffaert	Effective Date: