

## Butler

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Company: Rosewood London

Location: United Kingdom

Category: other-general

### Job Description

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### Role

We are currently looking for a **Butler** to join our team of associates at Rosewood London. Our **Butlers** are appointed to assist our suites guests with enthusiasm, efficiency and professionally at all times. This role offers a schedule of 40 hours spread over 5 working days. This role plays an integral part in pursuing Rosewood London's aim of being the hotel of choice for suite guests.

### Key expectations of this role are

Effectively prioritising tasks in an engaging, refined and intuitive manner.

Handling complex guest requests and complaints according to Rosewood London standards.

Being proactive in managing in advance the arriving and departing guests' suites, ensuring Special Attention Guests receive a memorable experience.

Possessing a thorough knowledge of the company philosophy, core values, responsibilities, daily activities of the day and all about the hotel facilities.

Overseeing our guest needs during their stay helping them with reservations, special requests, rooms, hotel orientation, bag packing and unpacking, laundry, shoe shine etc.

## Profile

Paying exceptional attention to detail by not compromising on quality standards.

The ability to work in a team and build relationships with the others.

Being organised and proactive in managing your tasks.

Having a passion for guest service and taking ownership of the guest experience.

All our associates have the opportunity to live by our guiding philosophy which captures the essence of our culture RELATIONSHIP HOSPITALITY. Heartfelt interactions are our lifeblood. A desire to build genuine, rewarding and lasting relationships with everyone we meet comes naturally to us – it's our Calling.

## Benefits

28 days paid holidays per annum including Bank Holidays

Company pension scheme and life assurance

12 complimentary room nights and F&B discount worldwide

Career development opportunities

Free meals on duty

Season ticket loan

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