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# Butler Training



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## Departmental Structure & Product Over View

## The Importance & Definition

- A Butler plays a pivotal role during a guest's stay as he/she communicates all guest's wishes, needs and desires internally while maintaining close personal and highly confidential relationships.
- A Butler is the main point of contact and his/her professionalism reflects the overall quality of the hotel's services. A butler is uniquely positioned to create a Lasting Impression

## Hours of Operation

• A Butler's work is never done, hence we should be ready 24/7 to serve and assist. Millennium Hotel Amman standards require 3 shifts:

1. Morning shift ( A ) 07:00 until 16:00 hrs.
2. Evening shift ( B ) 15:00 until 24:00 hrs.
3. Night shift ( C ) 23:30 until 08:00 hrs.

• Note: Before starting your duty, you should be briefed and have full handover  
• from the previous shift .

## Handover and departmental communication

- The handover must include a brief about the operation, house status and the following:
  - The wake up sheet
  - The Log book
  - Any pending issues
  - Check the events , e-mails , and any information from the previous shift .
  - Follow the check List in order to ensure that you are doing all your duties and tasks.

## Product Overview

- Total number of rooms 378**
- Standard Rooms = 169 Rooms** ( 104 Twin Rooms/ 65 King Rooms)
- Executive King Rooms = 102 Rooms**
- Club Rooms = 81 Rooms** ( 31 Twin Rooms/ 50 King Rooms)
- **Suites**
  - Junior Suites = 6 Suites**
  - Executive Suites = 6 Suites**
  - Corner Suites = 12 Suites**
  - Royal Suite = 1 Suite**

## Food & Beverage Outlets

- **Cielo Azul All Day Dining Restaurant**
- **Yoshi Asian Restaurant**
- **Atrium Café**
- **Rendezvous Lounge**
- **Habana Cigar Bar**
- **Windows-on-the-World Bar**
- **Club Lounge**
- **The Cakery Cake Shop**
- **Room Service**

## Room Facilities

- **Alarm Clock**
- **Bathroom magnifying mirror**
- **Central air- Conditioning & heating with individual temperature control**
- **Coffee and tea making facilities**
- **Digital Room Management System**
- **Electronic door lock with additional security chain and spyglass**
- **Inter-active LCD TV with 50 channel programming**
- **Mini Bar**
- **Safe deposit box ( laptop size)**
- **Telephone with I.D.D and separate data- port**
- **Wi-Fi and LAN high-speed internet access**
- **Opening Windows**
- **Mini Bar**
- **Hairdryer with shaver outlet ( 220/110 volts)**
- **Comfortable writing desk and workplace**
- **Iron and ironing board**

## Meeting & Banquet rooms

- 14 meeting rooms
- Main Hall : 1050 Sq. Mtr, capacity of 1000 pax
- Foyer : 380 Sq. Mtr, capacity of 320 pax
- Boardroom I : 48 Sq. Mtr., capacity of 14 pax
- Boardroom II : 48 Sq. Mtr., capacity of 14 pax



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# Workplace hygiene Practices

## Hygiene Practices

- Proper Grooming and Personal Hygiene (for Butler Agent)
- Wearing of proper and complete uniform
- Clean up the Area (free from dust)
- Check Business Centre
- Check fax/email status
- Check all equipment are available & working
- and check the library



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# Standards and Procedures

## Telephone Etiquette

- **Speak direct to the Receiver**
- **SMILE**
- **Avoid sounding stressed**
- **Don't interrupt the caller.**
- **Never speak with something in your mouth.**
- **Avoid using slang or offensive language.**
- **Avoid speaking with a third person while answering the telephone. If someone comes to your desk, acknowledge the person by making eye contact and smiling**
- **Don't treat the telephone like an interruption.**



## How to answer the phone

- **Internal**
- **Good morning/ afternoon/ evening!, Butler Services (Department name) This is (your name) speaking, How may I assist you?**
  
- **External**
- **Good morning/afternoon/evening!, Hotel XYZ, How may I assist you?**

## Receiving the wake up call from the guest

- 1. The Telephone must answer within 5 rings.**
- 2. The butler must utilize the proper telephone etiquette.**
- 3. The guest name must be used at least once during the conversation.**
- 4. The butler could propose a reminder wake up call.**
- 5. The butler must repeat back the details to ensure correct understanding**
- 6. Offer any further assistance**
- 7. Thank the guest and wish him/her a good night.**
- 8. The butler must speak in a clear and pleasant manner.**

## Wake Up Call Role Play

### **1- How to Receive the Wake Call**

- **Butler: - Good after noon Butler service Mohammed speaking how may I assist you.**
- **Mr. Smith:- Yes good after noon I'm John Smith from room 2000 and I would like to have a wakeup call.**
- **Butler: - Certainly Mr. Smith, at what Time would you like it to be?**
- **Mr. Smith :- at 06:00a.m please**
- **Butler: - Certainly Mr. Smith at 06:00a.m, would like to have a reminder call after 15 minutes?**
- **Mr. Smith Yes sure that will be perfect.**
- **Butler :- Allow me to confirm your wake up call request please:-**
- **Your room Number is 2000.**
- **The Wake up call will be at 06:00a.m, the remainder call will be at 06:15 a.m**
- **Mr. Smith: That's correct**
- **Butler: - Is there any further assistance we can assist you with?**
- **Mr. Smith :- No thanks every things is fine .**
- **Butler: - Thank you Mr. Smith and I wish you a good night.**

## Delivering Wake up call

- 1. The wake up call must be received within 5 minutes of the requested time.**
- 2. The butler must use the appropriate greeting.**
- 3. The butler must use the guest name.**
- 4. The butler must inform the guest about the time of the day.**
- 5. The butler must brief the guest about the weather forecast.**
- 6. Offer any further assistance .**
- 7. The butler must thank the guest and wish him/her a nice day**

## **How to Deliver the Wake Call ( Role play )**

- **Butler: - Good morning Mr. Smith, 'here you have to pause, to let the guest speak '**
- **Guest: - Good Morning**
- **Butler: - This is your 06:00 am wake up call as you requested it**
- **Guest: - yes Thank you**
- **Butler: - and Mr. Smith if you would to know the weather forecast for today?**
- **Guest: - yes please**
- **Butler: - The weather for today is Partly cloudy and the temperature is:-**
- **The maximum 30 Celsius and 86 Fahrenheit**
- **The minimum 21 Celsius and 40 Fahrenheit**
- **Guest: - Thank you that is good**
- **Butler: - Mr. Smith if there is any further assistance we can assist you with?**
- **Guest: - No thanks**
- **Butler: - Thank you and have a nice day**

## Butler Services (Switchboard)"

- **Category: Reservation**
- **\* Example a guest is calling to make a room reservation ...**
- **When the guest call to make the reservation, the following steps must be followed :-**
  1. **The Telephone should be answered within 5 rings**
  2. **The butler must use the proper telephone etiquette.**
  3. **The butler must put the caller through the appropriate department.**
  4. **If no answer the butler must get back to the caller within 30 seconds.**
  5. **The background must be free of any noise or any disturbances.**



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# Job & Product knowledge

## Butler Service Job descriptions

- **Scope:** The incumbent in this position is responsible for answering all incoming calls originating from within and outside the hotel in a friendly and caring manner according to the company standards.
- To serve as the main point of contact for all guest request and needs. Agent is responsible for answering calls in order, recording the guest request and then pursuing the issue top a resolution. The agent must exhibit courteous hospitality at all times and fully own each guest issue. When in communication with the guest, the agent must be proactive in every area, including offering additional services. Most importantly the agent must coordinate the response to the guest issuer and then follows up with the guest to ensure satisfaction with the result.
- **Duties**
- Answers all incoming calls, connect them to the appropriate department in an efficient and caring manner according to company standards.

## Hotel Policies

### **Baby-Sitting Service.**

- Take the request from the guest.
- Date and Time.
- How many hours.
- Any special request.
- Check available. (With the H.K Department ) and confirm back with guest
- **Inform guest about the prices**

## Movies and entertainment

### The DVD policy :

- DVD Library available at the Business center
- We can provide 2 DVD within 24 hours
- A 15 USD per DVD will be posted on guest account as guarantee
- Upon delivery, guest is asked to sign for acknowledgement and receipt is kept with guest folio while comment is added to Opera guest profile

## Medical Service

- Obtain information from the guest as to the nature of the request to prepare the doctor.
- If we receive any requirement or inquiry for the nurse or the doctor, we have to notify the Guest about the nurse and the doctor fees in a polite manner as per the following :-

Prices	Time
	<b>08:30 hrs until 17:00 hrs</b>
	<b>17:00 hrs until 20:30 hrs</b>
	<b>Others when available</b>

## Technical skills related to the Butler Service

### **The weather forecast:**

- How to get the weather forecast?
- Access the website: - [www.wunderground.com](http://www.wunderground.com).
- **Daily provide accurate forecast for three days in Celsius and Fahrenheit**

### **Local church information:**

- **The prayer times:** - Access the web site [www.qibla.org](http://www.qibla.org)

### **Morning/evening activities:**

- Square dancing
- Tai chi
- 5K or 10K jogging route around the hotel

## Transferring Calls

- Ascertain the guest Name from the caller prior to connecting; do not connect without checking that the name is correct .
- Never Provide The Caller the guest room number .
- No outside calls transferred to a room should be allowed to ring more than five rings; take a message if no answer .
- For calls transferred to a department extensions, it should not be allowed to ring more than three times; take a message .
- Before transferring a call, inform the caller what you are doing :- ' Yes certainly I Am Connecting you to Our Reservation ... "'
- Not allowed to connect outside to outside (Mobile-Land) (Mobile-Mobile) (Land-Mobile)

## Calls on Hold

- The maximum time any caller should be left on hold is 30 seconds . In the event of an unsuccessful transfer . If line is busy and the line comes back to the switchboard, the caller should be told of the situation and offered one of the following alternatives.
- To hold until the line is clear ; “ the line is busy . Would you like to hold on ? ” .
- To be connected to someone else :” the line is busy . Is there any body else who can help you ?
- To have someone return the call:” the line is busy, can I take your number and have Mr./Mrs..... Return your call ? ”
- If the caller remains on hold, do not forget to get back to him every 30 seconds and inform the caller of the action you are taking .

## Closing the line

**The basic response response is :**

- Thank you for calling Hotel XYZ and have a nice day .
- The caller must be allowed to replace the receiver first .

# Understanding room status, and types

## Room Status

- **Front Office Status** :- Vacant – Occupied
- **Room Status (Housekeeping )**:- Inspected - Pick up - Clean - Dirty - Out of Service - Out of order .
- **Reservation Status** :- Arrival – checked in -Due Out – Departed – Stay Over – Not Reserved –No Show



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# Handling Messages

## Handling Guest Messages

- **Messages should be handled as per the following manner .**
- **Message from? (guest, tour operator, Hotel).**
- **Message to >> (example take the name of the caller and the contact number and the subject)**
- **The message should be posted in Opera in order to ensure that we are sending the message in hard and soft copy**
- **Turn on the message light on the in-room telephone**
- **Could be a fax, email, telephone, guest message**
- **Message should be sent with in 10 minutes to the room.**
- **To be posted to the PMS**
- **and to be recorded in the Message Log Book .**



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# *Emergency Procedures*

## Respond to Fire alarms

### **Butler**

- Calls FO Manager.
- Reports to the Fire Control Room to receive information and instructions
- Answers any calls and faxes, and be able to answer any questions regarding the emergency.
- Stay in touch with the Operations at all times.
- Leave the lights on.
- Makes sure cash drawers and valuable items are in a safe place.
- Gathering place at the parking in front of main building for employees and guests.
- Assists in direction guest to the gathering place and assist HK in providing comfort to those in need
- Only leave his/her place of duty when all guests have left and when it is no longer safe to stay

## Respond to Fire Alarms

### **IMPORTANT**

1. Act quietly but firmly
2. Do not stop to collect personal belonging
3. Do not use the lifts
4. Do not re-enter the building unless you are told so by the fire brigade
5. Do not run
6. Use the nearest available fire exit
7. Direct the guest to the nearest fire exit



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**Follow guest privacy and  
Security Measures**

## Security

- The Butler should never disclose the room number of any guest in the hotel to any caller. In the event of a caller asking for room number, the Butler must identify to whom the caller wishes to speak (screening calls ) in order to verify the correct room number has been requested .
- Every Butler must be fully trained in all emergency procedures according to the hotel procedures