

**STANDARD BUTLER**

**SERVICE MANUAL**



### **TASK :** Offering to Pack for a Guest

Procedure	Standard
After confirmation of a Departure time, offer to pack for the Guest	Ask "When will it be convenient for me to pack for you?"
On Packing all the cases, ask if the guest would like the bags to be taken down to the Lobby	If departure is the next day the Evening Butler should enquire whether the guest requires packing
Arrange with Concierge for bags to be collected, unless guest asks the Butler to take the cases down.	If possible ascertain the time of departure, note in butler logbook and inform the relevant departments.

### **Training points:**

Packing of a suitcase  
Correct language to be used

### **Learning Questions:**

1. Why does the Butler offer to pack for a guest?
2. Which other departments need to know the departure time of a guest?

## **TASK :** Escorting Guest to Hotel Facilities

Procedure	Standard
Guests to be escorted to any public areas of the Hotel if asked	The Butler should show the guest the way and introduce them to the person in charge of the required area

### **Training points:**

Areas of the Hotel

- i. F&B Outlets
- ii. Sports Centre
- iii. Business Centre
- iv. Private Dining Rooms
- v. Any other public areas

### **Learning Questions:**

What impression is given to the Guest when the Butler offers to escort, rather than tell a guest where a facility within the Hotel is?

# BUTLER MANUAL

## **TASK :** Butler Log Book

Procedure	Standard
The log book is to be kept in each pantry	The log book must never leave the Pantry
All details of Guest history to be recorded in log book	Any guest history may be updated from the log book
All relevant details of day to day operations ON THAT FLOOR to be recorded in the Log Book	All entries in the log book must be Initialed by the Butler
	Butler should read log book at the start of every shift

## **Training points:**

Information to go in the Log Book

## **Learning Questions:**

- i. What information is important to go in the logbook ?
- ii. Why should the Butler initial all comments he has made in the logbook ?

## **TASK : Lost Property**

Procedure	Standard
Any property found in a room that can not be returned to a guest should be considered as Lost Property.	Check that the Guest has actually left .  Pass Items onto Floor Supervisor with the Room Number where the item was found.
If informed by Guest that they have has some property stolen inform Security.	When dealing with a guest who is concerned over lost possible stolen goods Express concern and understanding, however do not admit Hotel Liability.  Help and advise Security in any way

## **Training points:**

Expressing Tact and Understanding

## **Learning Questions:**

- i. Why is it wise to make sure that the guest luggage has actually left the Hotel?
- ii. What is the danger if the Butler accepts the Hotel is at fault in lost or stolen good?

## BUTLER MANUAL

**TASK :** Inspecting a room when the Guest has gone out

Procedure	Standard
Whilst a Guest is out check all occupied rooms.	When ever a guest goes out room to be checked
Hang up clothes	Hang up clothes in wardrobe or tidy away in drawers
Clean any shoes left either out or in shoe box	Polish shoes within 10 mins
Tidy wardrobe	Remove any unwanted wire hangers and all laundry wrappings
Remove dirty laundry	Remove dirty laundry to be sent to be cleaned
Replenish Mini Bar	Check fruit and napkin, replace if need be
Replenish Fruit	Restock Mini bar and charge
Check Video, Fax paper	Remove Newspaper bag, if there
Remove Newspaper bag	If the room is not on MUR and has to be cleaned, light the MUR button
	Switch off Bed reading lights

### **Training points:**

Tidying a room

### **Learning Questions:**

- i. Why does the butler check the room?
- ii. Who should be informed if the room needs cleaning?



## **TASK :** Checking Guest Mini Bar

Procedure	Standard
Mini Bar to be checked at least twice a day.	<p>Take any replenishment from the par stock in the pantry, ideally cold from the fridge.</p> <p>Ring IRD to charge to the room account.</p> <p>If it is a checkout room still call IRD, not Reception direct.</p>

### **Training points:**

Stock of Mini Bar

### **Learning Questions:**

Why is it important to call IRD rather than Reception if the guest has checked out?

## **TASK :** Moving Hotel Items from Room to Room

Procedure	Standard
Taking an item from one room and giving to another	Inform the Floor Supervisor as soon as possible of the swop

### **Training points:**

What items need to be reported

### **Learning Questions:**

Why is it important to inform Housekeeping of the exchange?



## BUTLER MANUAL

### **TASK : Room Moves**

Procedure	Standard
Remove all Items	Check with Housekeeping that the new room is ready.
Check that all items have been collected	Use a trolley for luggage and hanging clothes.
Redirect Laundry/ Dry Cleaning	Use Laundry basket for loose items and shoes.
Check Safe	Check Wardrobe, drawers, bedside tables desk & Bathroom.
Inform Reception / Housekeeping of the completed move	Check that DID lines have been moved
	If safe is open check , if not inform Reception that safe could not be opened
	Try to put items back in the same place in the new room as much as possible.
	Tell Reception & Housekeeping of the room move

### **Training points:**

### **Learning Questions:**

Why is it advisable to check with Housekeeping that the room is ready before the room move?

# BUTLER MANUAL

## **TASK :** Pressing Small Items

Procedure	Standard
Butler to press small items of Laundry if Laundry is closed	Whilst pressing make sure that the garment neither burns or develops a shine.  Do not put any creases in clothes which should not be there.

## **Training points:**

How to read a garment label

How to iron a shirt

## **Learning Questions:**

Why does the Butler have to iron the clothes?

# BUTLER MANUAL

## **TASK:** Returning Laundry Items to a Room

Procedure	Standard
Returning Laundry to a Guest	<ol style="list-style-type: none"><li>1. Once Laundry has been returned from Laundry, check with retained list or log book any instructions on delivery, i.e. Time</li><li>2. Check with Retained Copy of Laundry List that all the Laundry is present and Correct. Any errors investigate, DO NOT return Laundry.</li><li>3. From Systemtec see status of the room.</li><li>4. If Guest is in ring the room to find out if it is convenient to return Laundry.</li><li>5. Only remove Poly marks Just before Delivery to room.</li><li>6. At Room ring doorbell as per procedure.</li><li>7. If Guest is in, place hanging items in Wardrobe and ask where Guest would like the items in the basket to be unpacked</li><li>8. If Guest is out place hanging items in Wardrobe and Basket on the bed, in the middle at the foot.</li><li>9. Once returned mark Laundry list "Returned" and Initial.</li></ol>

### **Training points**

#### **Laundry List**

### **Learning Questions**

- i. What should the Butler do if the room is on DND?
- ii. What does the Butler do if Guest says it is not convenient to return their Laundry?
- iii. Why is point 9 important as the LAST thing the Butler does?

## **TASK : Introducing Staff to a Guest**

Procedure	Standard
All Staff to be introduced to a Guest by Name	When entering rooms with another member of staff always inform the guest who is here, by name and their function.

## **Training points:**

## **Learning Questions:**



## **TASK :** Inputting Guest History

Procedure	Standard
Putting all relevant Guest history into Fidelo.	<p>Any information that may be of use to Guest History should be entered as soon as possible in the Guest Profile on Fidelo.</p> <p>This is placed in the Butler Comments screen of the profile</p> <p>Always end comments with “***” Initial and date, i.e. “*** ABC 14.05.00”</p>

### **Training points:**

Relevant information  
Fidelo

### **Learning Questions:**

- i. What information should be included in Guest History?
- ii. Why is it important to Initial and date any comments?

## **TASK : Guest Privacy**

Procedure	Standard
Any person found on the floor who is not a resident will be asked if they can be helped	Standard question: " Can I assist you Sir / Madam?"

### **Training points:**

Looking after the floor  
Ask the question politely

### **Learning Questions:**

Why should the Butler be interested about who is visiting their floor?



## **TASK :** Maintaining Guest Hallways

Procedure	Standard
Butler to check the Corridor of their floor at all times, Making sure it is free of any obstructions.	Floor Corridor to be clean and Tidy  Butler to remove any IRD Trolleys and send down to IRD as soon s possible.  Butler to make sure other departments does not leave equipment out on the floor as little as possible.

## **Training points:**

## **Learning Questions:**

Why is it a good policy to keep the floors free of obstructions?

## BUTLER MANUAL

### **TASK :** Wake-up calls list and Tea and coffee service

Procedure	Standard
<p>The Operator will give list of all wake-up calls.</p> <p>Check to see when there are any wake up calls and Teas, coffees</p> <p>If Guest does not respond to wake-up call then Butler may have to go to the room.</p>	<p>Butler should check the wake up list at the start of Morning shift</p> <p>If tea or coffee has been ordered the Butler must prepare it.</p> <p>The Butler should go to the room and wait for a few mins after the wake up call</p> <p>Butler rings the doorbell in the usual way.</p> <p>Enters the room saying "Good Morning Mr.... NAME here with your Tea/ Coffee."</p> <p>Offer to pour the beverage</p> <p>Offer to open the curtains</p> <p>Ask if there is anything else that the Butler can assist with.</p>

### **Training points:**

Making of Tea and Coffee

### **Learning Questions:**

- i. Why should the Butler wait a few minutes after the time of the wake up call?
- ii. Why does the Butler offer to pour rather than just pouring the Beverage?

## **TASK :** Delivering Mail, Message to a Room if the Guest is Out

Procedure	Standard
ALL Mail and messages to be delivered by the Butler	Always deliver on a silver tray
Copy to be kept in the BCC	Deliver to the room as soon as possible, but within 5 Mins.
	Place the message on the tray on the main Desk by the telephone.

### **Training points:**

Silver tray to be used

Time is important in delivering a message

### **Learning Questions:**

- i. What impression will leave the message on a silver tray leave in the Guest mind?
- ii. Why is it important to deliver the message as soon as possible?

## BUTLER MANUAL

### **TASK :** Deliver of Newspapers

Procedure	Standard
Night Butler to prepare	Butler to deliver Newspapers, if possible this will be done by the Night Butler
Concierge to deliver papers to the BCC	Butler to place the Newspaper in the Newspaper Bag
Any changes , i.e. Unavailability to be noted on list	Missing Newspapers to be circled on the list
	If no Newspaper is available then butler to leave a note

### **Training points:**

### **Learning Questions:**

**TASK :** Contacting the Butler by Telephone

Procedure	Standard
Explanation of Butler Button on the telephone.	Stress the Butler Call button on the telephone during the rooming.  Answer the call within 3 rings

**Training points:**

Button on Telephone  
Response from BCC

**Learning Questions:**

1. Why will the guest use the telephone to contact the Butler and not the Butler call button?
2. How should the BCC respond to the call ?



## BUTLER MANUAL

### TASK :

IRD order

Procedure	Standard
<p>Any food ordered with the Butler is to be checked by the Butler, for:</p> <ul style="list-style-type: none"><li>i. Correct order</li><li>ii. Correct temperature</li><li>iii. All unusual or special request are present</li><li>iv. Condiments are present</li></ul> <p>Butler to check all food coming from IRD</p>	<p>Check all food and the standard of layout</p> <p>Check to make sure all items on order are clean</p>

### Training points:

Food layout

Food Presentation

### Learning Questions:

Why does the Butler have to check an order when it will have been checked in IRD?



**TASK :** Placing an Order

Procedure	Standard
Places the order with IRD as soon as possible after taking from a Guest  Repeat the entire order with IRD  Ask how long the order will take  If the order has not arrived after the allotted time check with IRD	Butler to ring the order to IRD  Always speak clearly and repeat anything if not understood

**Training points:**

Clear telephone voice

**Learning Questions:**

**TASK :** Taking an Order

Procedure	Standard
When taking an order from a Guest: i. Offer help and suggest items, a chance to upsell. ii. Order to be written down	Butler should have pen and paper at all times  Take Ladies order first and host last  Repeat order with guest to confirm  Place order with IRD as soon as possible

**Training points:**

IRD Menu  
Upselling techniques

**Learning Questions:**

What is the advantage to the Butler to upsell on taking an order?

## **TASK :** Liaise with Other Hotel Departments

Procedure	Standard
Butlers will be in Constant contact with other Departments, 1 Housekeeping For Room Servicing, Turndowns Arrival and Departure, any special request from Guest. 2 Concierge For any reservations that need to be made. Delivery of Messages and Parcels. Luggage collection and delivery 3 Reception & Reservation Arrival/ Departure times, Guest History 4 Engineering Problems with equipment in the Guest rooms 5 Food & Beverage To arrange booking and place orders. The Supply of Amenities. 6. Telephone Operator Wake Up calls	Learn the Pager and / or Telephone Numbers of all the relevant departments.  Be polite and courteous to all departments and levels.  Check that a Job has been done, do not assume it.

### **Training points:**

Other possible times that a Butler may need to contact an other Department.  
How to ask to get something done.

### **Learning Questions:**

What is the Pager number of the Floor Supervisor?

**TASK : Answering the Butler's Telephone**

Procedure	Standard
Answer the Telephone in a smiling ( It shows in the voice) and courteous manner	Never call the Guest from a Noisy area Answer the Telephone within 3 rings
Do not rush the conversation go at a steady pace	All calls to be answered thus: . " Good Morning/ Afternoon/ Evening, (NAME OF BUTLER) speaking, How may I assist you?"
Repeat all messages given	At the end of the call Thank the caller  The Butler waits for the guest to put the receiver down before he does

**Training points:**

Answering the telephone  
Taking messages

**Learning Questions:**

1. Why is it important for the Butler to say his name?
2. What is the reason for repeating any messages given?

## **TASK :** Hospitality Zone

Procedure	Standard
Butler to acknowledge all guest and employees in their Hospitality Zone ( approx. 3 metres Square)	Use Verbal or non verbal greetings, Butler to be smart and smile, eye contact and stand up straight.
Greet Guest First,	Butler to offer "Good Morning/ Afternoon/ Evening " First
Use name where ever possible	Butler should try to anticipate guest needs.
Employees to stop conversations in presence of Guest, or loud conversations in presence of Guest.	NEVER ignore a guest within the Hotel.
	Butler to respect other members of staff at all times

## **Training points:**

Greeting Guest and Staff members

## **Learning Questions:**

- i. Why is it important to greet guest at all times?
- ii. Why should the Butler do the same for Staff?
- iii. What are both the verbal and non-verbal ways of greeting a guest?
- iv. Why should the Butler stop their conversation when a guest is present?



**TASK : Shoe Shine**

Procedure	Standard
Shoes may be left in the shoe cleaning box in the Wardrobe	Check that the polish is the correct colour for the shoes
Shoes may also be left outside the room by the Guest	Always try to polish the shoes within 10 to 15 Mins. Of taking them.
They may be given to the Butler	If there are laces on the shoes, check them and replace if necessary.
Any shoes may be taken at any time by the Butler to be polished	Always clean the heel of the shoe as well as the Leather

**Training points:**

How to clean shoes

**Learning Questions:**

- i. Why is it important to check the colour polish?
- ii. If the shoes have been taken by the Butler from the room why should they be polished and put back as soon as possible?



## BUTLER MANUAL

### TASK : Offering to Unpack for a Guest

Procedure	Standard
<p>At the end of explaining the Butler facilities in the room the Butler will offer to unpack</p> <p>All clothes to be put away neatly</p>	<p>After explaining the rooms facilities the Butler must ask the guest if they would like the Butler to unpack for them</p> <p>“ Mr.... Would you like me to unpack for you?”</p> <p>If the Guest agrees the Butler is to tell them that they will go and get more coathangers.</p> <p>This is to allow the Butler to tell the BCC that he will not be available for awhile.</p> <p>On Unpacking the Butler must hang Suites and cloths in the Wardrobe. Shirts if on hangers to be put in Wardrobe, if folded on the shelf in Wardrobe.</p> <p>Unless specifically asked by the Guest, do not unpack toiletries, just leave the Toilet bag by the bowl in the bathroom</p> <p>If any draws used and Guest not present then leave slightly on leaving the room.</p>

### Training points:

Unpacking

### Learning Questions:

- i. Why does the Butler offer to Unpack for their Guest?
- ii. Why should the draws be left a little open?

## **TASK : DND Explanation**

Procedure	Standard
Explain to the Guest how DND works	<p>Explain that pressing DND:</p> <ul style="list-style-type: none"><li>i. Cancels the Doorbell</li><li>ii. Shows a red light on the door</li><li>iii. Staff will not enter the room</li><li>iv. Messages WILL be delivered to the room</li></ul> <p>Emphasis on what might happen if Guest leaves DND on and goes out</p> <p>Show how to cancel DND</p>

### **Training points:**

Different buttons to switch off DND in the room

Correct language in explanation

### **Learning Questions:**

1. Why does the Butler emphasis the DND Button?
2. When does the Butler go through a DND?
3. What other departments may the Butler have to Liaise with when a guest is on DND?

### **TASK :** Explaining MUR Button

Procedure	Standard
Explain what MUR is and how it works.	<p>Pressing MUR shows a room needs servicing.</p> <p>Butler may press MUR o show that a room needs to be serviced, either in the Morning or Evening</p> <p>Butler should monitor MUR closely and inform Housekeeping accordingly</p>

### **Training points:**

MUR Button and Systemtec  
How to Contact Housekeeping  
MUR Call points in the rooms

### **Learning Questions:**

1. Does the MUR Button help the Butler to do his job as well as Housekeeping?
2. Why should MUR be monitored closely?
3. Is there any need to tell Housekeeping that the Butler pressed MUR and not the Guest?

## **TASK :** Explanation of Butler Services

Procedure	Standard
<p>Explain how to contact the Butler</p> <p>The Butler to offer the following services</p> <ul style="list-style-type: none"><li>i. Unpacking / Packing</li><li>ii. Laundry</li><li>iii. Pressing</li><li>iv. Shoe Cleaning</li><li>v. IRD Ordering</li><li>vi. Any other help that may be needed</li></ul>	<p>Show how to contact the Butler, both on the Telephone and Butler call Button.</p> <p>Butler is on Duty 24 hours</p> <p>All Clothes to be unpacked / packed in correct order</p>

### **Training points:**

Offer all the above services

### **Learning Questions:**

1. Why does the Butler offer these services?
2. Why does the Butler offer any other help ?

### **Teaching points:**

#### **Return / New Guest**

Follow up in Butler Handover book if a full rooming is not given at the time

### **Learning Questions:**

1. Why does the Butler offer a rooming?
2. Why should the Butler stress the Butler Call Button?
3. Why is it important to put details of a "Quick" Rooming in the Butler Log Book?



## **TASK :** Explanation of Room Facilities

Procedure	Standard
<p><b>Explain all room facilities to the guest</b></p> <p><b>These should include:</b></p> <p><b>Living room</b></p> <ol style="list-style-type: none"> <li>Telephone</li> <li>TV, CD, Video</li> <li>Safe Deposit Box</li> <li>Fax</li> <li>Room Directory</li> <li>IRD Menu</li> <li>Mini Bar</li> <li>A/C Controls ( if applicable)</li> </ol> <p><b>Bedside Panel</b></p> <ol style="list-style-type: none"> <li>Lights</li> <li>Curtains, Sheer, Louvers</li> <li>A/C</li> <li>Butler call, MUR, DND</li> </ol> <p><b>Wardrobe</b></p> <ol style="list-style-type: none"> <li>Shoe shine box</li> <li>Laundry Bags</li> <li>Safe ( If applicable)</li> </ol> <p><b>Bathroom</b></p> <p><b>Lady Primrose Amenities</b></p> <p><b>Door Panel</b></p> <ol style="list-style-type: none"> <li>DND</li> <li>MUR</li> <li>Master Switch</li> <li>Butler Call</li> </ol>	<p>Butler must be able to modify, shorten or offer explanation if the guest requires it or Is tired.</p> <p>If unable to offer full explanation then Butler must try and offer a brief outline, concentrating on the Butler Call.</p> <p>Offer to comeback later to offer a fuller explanation if need be.</p>



## **TASK : Offering the Welcome Drink**

Procedure	Standard
Once in the room and the guest has registered, The Butler should offer a complimentary welcome drink.(Arabic Coffee, Rosewater or Fruit Juice)	Ask the Guest by saying “ Good Morning/Afternoon/ Evening, Mr....., May I offer you a complimentary drink? Would you like a Traditional Arabic Coffee or some Rosewater or maybe some Fruit Juice?”

### **Training points:**

Importance of COMPLIMENTARY welcome drink  
Different options available

### **Learning Questions:**

1. Why does the Butler offer the Drink Complimentary?
2. What does the Butler do if the guest asks for another form of drink?

## **TASK :** Entering a Guest Room

Procedure	Standard
To Enter a Guest room, be they in or out	Ring the doorbell Wait 10 seconds Ring bell again Insert key Open the door ajar Say " NAME, Your Butler" Pause Enter room

### **Training points:**

Clear announcement of name

### **Learning Questions:**

- i. Why does the Butler wait 10 seconds?
- ii. Why announce before entering the room?

**TASK :** Complimentary Fruit Bowl

Procedure	Standard
Complimentary Fruit to be made up by the Butler and in the room on Arrival.	Fruit must be washed and in good condition, in the room prior to Guest arrival.
Daily Replenishment of Fruit	Plates, Knives, Forks and Finger Bowls must be clean and polished
Replenishment as required	Fruit Plate must be clean.
	Fruit replenished should be washed and neatly arranged

**Training points:**

Standard Fruit Plate

Deluxe Fruit Plate

Standard set up of Plate, Cutlery and finger Bowl

**Learning Questions:**

1. Why do we change the fruit daily?
2. What should a fruit bowl contain?
3. Should the Butler replenish more than once during the day?

## BUTLER MANUAL

### **TASK :** Checking a room for an incoming Guest

Procedure	Standard
Room must be clean and tidy	Before arrival butler to make sure that;  i. Bathroom door is open ii. In House Entertainment Cabinet is closed ( Unless room has been turned down) iii. Wardrobe doors are closed iv. All welcome and VIP amenities are present

### **Training points:**

### **Learning Questions:**

## BUTLER MANUAL

### **TASK :** Checking Amenities in the Guest rooms

Procedure	Standard
<p>BCC will Order amenities from the relevant departments</p> <p>List will be brought up to floors.</p> <p>Any changes will be notify to the Butler</p>	<p>If reservations change then Butler will see that the relevant Butler gets the correct Amenity</p> <p>Amenity will be placed in the room PRIOR to Arrival</p> <p>Any Amenities not required will be returned by the Butler</p>

### **Training points:**

Amenity Codes from FIDELO  
Special Requests

### **Learning Questions:**

1. Why is it important to try to get the Correct Amenity into the room prior to the guest arrival?



## **TASK : Pre Arrival Check**

Procedure	Standard
Amenity, CDs Videos, any special request to be checked and in the room Prior to arrival  VVIPS will be checked by Head/Senior Butler	All equipment etc to be in the room prior to Arrival.

### **Training points:**

VIP Status from FIDELO

Any Electrical Adapters etc that might be needed

### **Learning Questions:**

When asked for an Adapter from a guest why is it important to find out whether it is an electric or telephone adapter they need?

## **TASK :** Reviewing Arrival List/ Screen

Procedure	Standard
Review each reservation for: i. Name ii. Room Type iii. Special requests iv. Amenity Package v. Guest History vi. Arrival/ Departure time  Review Arrival Screen in FIDELO constantly.	Read list thoroughly  Remember Guest Name  Act upon any Special request .  Insure that any important information is relayed to other Butlers, i.e. next shift.  Act <sup>upon</sup> <del>apron</del> any changes in Reservations or new Reservations.

## **Training points:**

Arrival Lists  
FIDELO

## **Learning Questions:**

1. Where are the Special requests listed on the FIDELO Printout?
2. How do you check Guest History?
3. How do you find out what arrivals are still to come on FIDELO?

## TASK :Uniform

Procedure	Standard
<p>Do not arrive at work place until Dress neatly and correctly in:- <b><u>Complete Uniform</u></b> Allow time to change into Uniform before start of shift <b><u>Cleaned by Laundry</u></b> Uniform to be picked up from Laundry before start of shift, to allow enough time to change No bulky items in Pockets Any issued Tie, shirt, Jacket, Trousers, Cummerbund as part of the uniform to be worn at all times No pins or Jewelry to be worn ON uniform Unacceptable Jewelry i. Visible neckchain ii. Bracelet of any kind iii. Earrings Acceptable Jewelry i. Simple ring ii. Wrist-Watch</p>	<p>Butlers must wear uniform at all times whilst on duty</p> <p>Butlers to wear uniform as designated by Department Manager</p> <p>Uniform to be:</p> <ol style="list-style-type: none"> <li>Clean and freshly laundered</li> <li>Free from Odor and stains</li> <li>No rips, holes and damage</li> <li>Properly fitted</li> <li>Shoes to be cleaned and polished</li> </ol> <p>Butler also to be clean and well groomed and free from body odor</p>

### Training points:

- 1.Complete Uniform
2. Wearing uniform outside the Hotel

### Questions

1. What does a uniform suggest to our Guests?
2. What type of shoes must be worn?
3. What is the Standard for those shoes?
4. Why do we wear a nametag?

## **TASK :** Items a Butler needs before Starting his shift

Procedure	Standard
Collect Pager from either, the BCC, if an early / night shift or the Morning Butler if on a Late shift.  Collect Pantry keys from Bcc or if on a late shift from Morning Butler.	Items a Butler needs; i. Pen ii. Pad of Notepaper iii. Floor Pager iv. Room Key (personal to that Butler)

## **Training points**

Importance of looking after Pantry Keys

The importance of looking after his own Master Room Key

The importance of not letting any one else use their Master Key

## **Learning Questions:**

1. Why is it nessecary for a Butler to have a pen and <sup>paper</sup>paer with him?
2. What must the Butler do if he loses his Key?
3. Why must the Butler not let anyone else have access to his key?
4. What must the Butler do with the pager when going off shift after a Late shift?

## **TASK:** Reporting to the BCC

Procedure	Standard
<p>Report to the BCC</p> <p><b>The Shift meeting will take place there 15 minutes before the Butler is due to start work.</b></p>	<p>Report in Uniform, Tail Coats may be collected from the BCC</p> <p>Do not use any guest lift to journey to the BCC</p>

## **Training points:**

Butlers must report to BCC BEFORE coming on duty

## **Learning Questions:**

Why is it important to go to the BCC first and not report directly to the floor?



## **TASK: Start of Shift. Clock in**

Procedure	Standard
<ul style="list-style-type: none"><li>• Before reporting to the BCC, the Butler must clock in</li><li>• Only Clock in for oneself NEVER for anyone else.</li></ul>	<ul style="list-style-type: none"><li>• Enter ONLY through Staff entrances</li><li>• Allow time to change into Butler's uniform.</li></ul>

### **Training points:**