



Standard Procedures Manual ©

# BUTLER

## POSITION DESCRIPTION 50302

Prepared by MSC Hotel Ops.	Approved by VP Hotel Ops.	Authorized by President, MSC CM	For use on Cruise Fleet	Original File Apr 27 2010	Last Revision June 8, 2017	Revision No 1	Page 1 of 3
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<b>POSITION NO.</b>	<b>50302</b>
<b>Title</b>	<b>Butler</b>
<b>Department</b>	Hotel-Butler Services
<b>Main Function</b>	Special, personalized service for MSC Yacht Club guests
<i>Reports to</i>	Head Butler
<i>Subordinates</i>	Area Cabin Stewards and Yacht Club area attendants.
<i>Uniform</i>	As per SP Manual (Chapter Uniform)
<i>Operational bibliography</i>	VSP Manual, Shipsan Manual, Anvisa regulations, MSC Sanitation Manual
<b>POSITION BASICS</b>	<ul style="list-style-type: none"> <li>The Butler is at all times the Ambassador for MSC Cruises.</li> <li>The Butler will become the Crew member the Guests will know personally and come into contact with more often than any other person on board.</li> <li>For the passenger, the Butler will be the most trusted person on board.</li> </ul>
<b>POSITION REQUIREMENTS</b>	
<i>BST &amp; Certificates</i>	Basic Safety Training (BST) and all other certification and documentation in force at the time of engagement compliant with the requirements of the vessel to which you are assigned.
<i>Language Skills</i>	<ul style="list-style-type: none"> <li>Essential language and level – Italian and English</li> <li>Ability to communicate in other major European languages depending on the itinerary is an advantage.</li> </ul>
<i>Health</i>	Validated current documentation certifying the health and fitness of the applicant meets fundamental requirements of seagoing personnel on basis of assigned office and verifying all sanitary precautions have been taken against diseases that may be endemic to the cruising area. Certified medically and physically fit to work with food, beverages and activities involving contact with food.
<i>Experience</i>	Minimum of three years in Butler, Valet or Supervising Waiter position - preferable on Cruise Ships.
<b>QUALIFICATIONS</b>	
<i>Minimum Education Standard</i>	<p><b>For this position with MSC, you are required to have:</b></p> <ul style="list-style-type: none"> <li>High school graduation certificate</li> <li>A diploma or certificate of graduation from an internationally-certified Hotel or Restaurant school.</li> <li>Demonstrated understanding of Restaurant Management, Dining reservations systems, and a flair for easy communication with all guests and personnel.</li> <li>Ability to lead by example.</li> <li>Clear knowledge of all sanitation requirements relating to food safety.</li> </ul>
<b>SAFETY &amp; DISCIPLINE</b>	<p><b>You are required to:</b></p> <ol style="list-style-type: none"> <li>Know, understand, and implement the Mission Statement of MSC Cruises.</li> <li>Read, understand and comply with the Crew regulations and all requirements relating to your position.</li> <li>Wear your prescribed uniform and name badge at all times, on and off duty.</li> <li>Take part as required in all emergency drills and understand your emergency duties.</li> </ol>
<b>Specific Requirements</b>	<p>Butlers are required to possess above-average skills relating to their duties. These include the following:</p> <ul style="list-style-type: none"> <li>Excellent social and communication skills,</li> <li>Refined manners and etiquette</li> <li>Organizational and management skills.</li> <li>Initiative, dependability, good judgment, diplomacy, tact and discretion</li> <li>A good knowledge of wines, spirits and food.</li> </ul>

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### PHYSICAL REQUIREMENTS

- All shipboard employees must be physically able to participate in emergency life-saving procedures
- No tattoos on any exposed part of body when wearing uniform
- Butlers must be physically well presented, of very smart appearance and perfectly groomed at all times.

### RESPONSIBILITIES

#### ***For this position, your requirements are:***

- Leads by example, consistently conveying a positive attitude, to maintain a high standard of personal appearance and grooming and pride in her/his work.
- Embarkation duties: available at the terminal check in to welcome the guests responsible for welcoming them to their cabins and assisting them throughout their stay.
- Responsible in providing all the information that guests need to enjoy their stay this may include providing information on the facilities available and the services able to be booked, excursions, transportation availability, spa services etc
- Responsible for assisting guests become familiar with facilities and controls including air conditioning, location of life jackets, muster station, emergency information, TV remote, safe, light switches...
- Handles Guests inquiries and complaints under the supervision of the head butler and ensures that they are resolved quickly, courteously, professionally and to Guests total satisfaction.

### Manual Duties

- Communicates yacht club guest's requests and concerns to head butler promptly.
- Receives request for disembarkation arrangements for guests with special needs or request.
- Delivers all company literature and notices as per head butler explanation.
- Delivers gifts, flowers before embarkation and/or turn down service and or for room service as required by chief housekeeper.
- Delivers on the bed the daily program in the appropriate language according to the guests dinner time.
- Provides guests with some ice to each service(morning/evening) and upon guests request
- Delivers the newspapers(as per company standard)
- Collects and returns personal laundry and/or dry cleaning for guests.
- Offers special care to guests who are ill, travelling alone - to be discussed with head butler
- Checks the stock and documents each day of the mini bars in all the cabins, collecting supplies as required from the mini bar pantry.

#### **Responsible for providing a unique service to the guests as follow**

- Set up for any breakfast, lunch and dinner in the topsail lounge
- Set up and serves breakfast, lunch and dinner in cabin if required
- Organizes and serves private party in suites or topsail lounges when required
- Accompanies guests on excursions if requested.
- Assists in serving refreshments at any time during the day and the night (according to the shift).
- Offers an unpacking/packing suitcases service.
- Lays out guests clothes.
- Set up pool towels on balcony chairs on sunny days.
- Replenishes the mini bar, water, coffee (when available) each service.
- Delivers/replenishing fruits basket (as per company sop).
- Delivers canapés, sweet plates on turn down service.
- Responsible for removing any used crockery, flatware, glassware from cabins for delivery to the room service pantry for washing.
- Offers a shoe shine service.
- Assists the guests with the safe, television facilities.
- Responsible for introducing the cabin services to the guests upon embarkation.
- Explains safety to the guests
- Reports any maintenance to the housekeeper
- Ensures maintenance is resolved as a priority

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### Governing Status

- Arranges for a variety of invitations, messages
- Delivers guests luggage to their cabin
- Reports any missing luggage and ensure its found and delivered to the guests cabin

Status	Crew
Accommodation	Staff Cabin – Shared use
Assigned Mess	Staff Mess

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