

SKILLS FRAMEWORK FOR HOTEL AND ACCOMMODATION SERVICES SKILLS MAP - BUTLER SUPERVISOR/CLUB FLOOR EXECUTIVE/CLUB FLOOR SUPERVISOR				
Sector	Hotel and Accommodation Services			
Track	Front Office			
Sub-Track	Club Floor Operations			
Occupation	Club Floor Professional			
Job Role	Butler Supervisor/Club Floor Executive/Club Floor Supervisor			
Job Role Description	<p>The Butler Supervisor/Club Floor Executive/Club Floor Supervisor supervises and coordinates the daily operations of the club floor and/or butler services to ensure that caring, thoughtful and dedicated personalised service is provided to guests at all times in accordance with organisational standards and procedures. He/She plans resources, allocates work assignments to team members, handles operational irregularities and assists in providing personalised room check-ins and check-outs for club floor VIP guests. He also conducts regular checks on club floor lounge, facilities and equipment and maintains the stock level of club floor supplies.</p> <p>To uphold service excellence, he welcomes guests to build rapport, monitors their feedback and satisfaction levels and resolves their concerns and feedback. He also monitors the team's service response and implements innovation, improvement and sustainability plans for continuous improvement. He supervises the team's compliance with organisational and regulatory requirements, executes response action plans during emergency situations and implements loss and risk prevention to support operational risk management. His supervisory role includes providing coaching to the team, reviewing the team's training needs, implementing training plans and monitoring team performance.</p> <p>Diplomatic and pro-active with outstanding problem-solving skills, he is able to attend to challenging situations and meet the needs of guests. He possesses excellent communication skills and is able to multi-task and work under pressure. He is able to stand for long hours and works on shifts, including weekends and public holidays.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks		
	Manage club floor operations	Supervise the daily operations of club floor and/or butler services to ensure adherence to organisational standards and procedures		
		Coordinate day-to-day club floor operations and/or butler tasks to ensure operational efficiency		
		Plan resources and allocate work assignments to team members		
		Assist in providing personalised room check-ins and check-outs for club floor VIP guests		
		Handle irregularities related to the delivery of club floor and/or butler services		
		Maintain stock level of supplies for guest rooms and club lounge		
		Conduct checks on club floor lounge, facilities and equipment		
	Drive service and operational excellence	Welcome and acknowledge all club floor guests upon arrival to build rapport		
		Monitor service responses to guests' requests to ensure timely and appropriate follow up		
		Resolve guests' concerns and feedback to ensure guest satisfaction		
		Monitor guest satisfaction levels and feedback for service improvement		
		Propose improvements to enhance operational efficiency and guest experience		
		Implement innovation, improvement and sustainability plans for continuous improvement		
		Act as a role model for service excellence to drive service culture		
	Manage operational risks	Monitor team's compliance with organisational and regulatory requirements on hygiene, workplace safety and health, and data protection		
		Monitor team's compliance with organisational security procedures for guest registration and credit and cash transactions		
		Manage and scan crowd to identify and analyse signs of potential security threat for appropriate follow-up		
		Execute response and recovery actions during emergency situations		
		Implement loss and risk prevention policies and procedures		
Manage human resources, finance and report management	Verify and compile operations reports and guest statistics for management updates			
	Identify training needs and implement training plans to enhance team capabilities			
	Provide coaching and feedback to improve team performance			
	Monitor team performance and provide feedback for improvement			
	Technical Skills and Competencies	Generic Skills and Competencies (Top 5)		
	Asset and inventory Management	Level 3	Service Orientation	Intermediate

Skills and Competencies	Butler Service Delivery	Level 3	Communication	Intermediate
	Club Floor Operations Management	Level 3	Problem Solving	Intermediate
	Crisis Management	Level 3	Interpersonal Skills	Intermediate
	Customer Challenges Management	Level 3	Decision Making	Intermediate
	Customer Experience Management	Level 3		
	Customer Feedback and Relationship Management	Level 3		
	Environmental Sustainability Management	Level 3		
	Innovation Management	Level 3		
	Legal Compliance Management	Level 3		
	Loss and Risk Prevention Management	Level 3		
	Organisational Relationship Building	Level 3		
	People and Performance Management	Level 3		
	People and Relationship Management	Level 3		
	People Development	Level 3		
	Productivity Improvement	Level 3		
	Sales Delivery	Level 2		
	Service Coaching	Level 3		
	Service Excellence	Level 3		
	Service Information and Results	Level 3		
	Service Innovation	Level 3		
	Service Leadership	Level 3		
	Service Planning and Implementation	Level 3		
	Staff Management	Level 3		
	Technology Adoption and Innovation	Level 3		
Threat Observation	Level 2, Level 3			
Workplace Safety and Health Performance Management	Level 3			
Programme Listing	For a list of Training Programmes available for the Hotel and Accommodation Services sector, please visit www.skillsfuture.sg/skills-framework/has			

The information contained in this document serves as a guide.