

SKILLS FRAMEWORK FOR HOTEL AND ACCOMMODATION SERVICES SKILLS MAP - BUTLER/CLUB FLOOR OFFICER/CLUB FLOOR AGENT				
<b>Sector</b>	Hotel and Accommodation Services			
<b>Track</b>	Front Office			
<b>Sub-Track</b>	Club Floor Operations			
<b>Occupation</b>	Club Floor Professional			
<b>Job Role</b>	Butler/Club Floor Officer/Club Floor Agent			
<b>Job Role Description</b>	<p>The Butler/Club Floor Officer/Club Floor Agent coordinates the daily operations of the suites, club floor rooms and club lounge to provide a warm and personalised guest service to club floor guests during their stay. He/She conducts room checks, distributes guest amenities, performs room check-in and check-out processes and conducts property tours and room orientations for club floor guests. His responsibilities as a Butler includes performing household management, ad-hoc services, personal errands as well as food and beverage related duties. He also assists in stock count and supports club floor events and functions.</p> <p>He handles guests' requests, concerns and feedback to provide a holistic guest service experience. To support service and operational excellence, he gathers guests' feedback and contribute ideas for operations improvement and guest experience enhancement. He is expected to comply with organisational and regulatory requirements as he carries out his duties and keep vigilant in reporting suspicious characters, activities and items to safeguard the security of the property.</p> <p>He possesses exceptional guest relations and service skills and is resourceful in managing ad-hoc requests from guests and resolving challenges. He is a professional, well-groomed and pro-active individual who strives to exceed guest expectations. He is able to stand for long hours and works on shifts, including weekends and public holidays.</p>			
<b>Critical Work Functions and Key Tasks</b>	<b>Critical Work Functions</b>	Manage club floor operations	<b>Key Tasks</b>	
			Perform room checks and distribution of guest amenities	
			Perform meet-and-greet for guest arrivals and send-off for guest departures	
			Perform personalised room check-ins and check-outs for guests	
			Conduct property tours and room orientations to introduce facilities, amenities and services	
			Perform household management in luxurious suites	
			Perform ad-hoc services and personal errands as requested by guests	
			Perform food and beverage-related duties in guest rooms and/or club lounge	
			Assist to conduct stock count on guest room and club lounge inventories and supplies	
			Support club floor functions and events	
	Generate and check reports for accuracy			
	Drive service and operational excellence	Adhere to personal grooming and hygiene standards to project a professional image		
		Handle general requests and enquiries from guests		
		Handle guests' concerns and feedback		
		Gather guest satisfaction levels and feedback on club floor and/or butler services for continuous improvement		
Provide feedback and ideas to improve club floor and/or butler service operations and enhance guest experience				
Collect and update guest personal information, preferences and pertinent data in guest database				
Manage operational risks	Comply with organisational and regulatory requirements on hygiene, workplace safety and health, and data protection when carrying out work duties			
	Comply with organisational security procedures for guest registration and credit and cash transactions			
	Monitor activities on the club floor to identify and report suspicious characters, items and activities for appropriate follow-up			
	Assist in the execution of response and recovery actions during emergency situations			
	<b>Technical Skills and Competencies</b>		<b>Generic Skills and Competencies (Top 5)</b>	
	Asset and Inventory Management	Level 2	Service Orientation	Basic
	Butler Service Delivery	Level 2	Communication	Basic
	Club Floor Operations Management	Level 2	Problem Solving	Basic
	Crisis Management	Level 2	Teamwork	Basic
	Customer Challenges Management	Level 2, Level 3	Interpersonal Skills	Basic

<b>Skills and Competencies</b>	Customer Experience Management	Level 3	
	Customer Feedback and Relationship Management	Level 1, Level 2	
	Legal Compliance Management	Level 1	
	People and Relationship Management	Level 1	
	Productivity Improvement	Level 2	
	Sales Delivery	Level 1, Level 2	
	Service Excellence	Level 1, Level 2	
	Service Information and Results	Level 1	
	Service Innovation	Level 1	
	Service Planning and Implementation	Level 1	
	Technology Adoption and Innovation	Level 2	
	Threat Observation	Level 1	
	Tourism Promotion	Level 2	
	Workplace Safety and Health Performance Management	Level 1, Level 2	
<b>Programme Listing</b>	For a list of Training Programmes available for the Hotel and Accommodation Services sector, please visit <a href="http://www.skillsfuture.sg/skills-framework/has">www.skillsfuture.sg/skills-framework/has</a>		

The information contained in this document serves as a guide.