

**SKILLS FRAMEWORK FOR HOTEL AND ACCOMMODATION SERVICES
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Front Office Operations and Services					
TSC	Butler Service Delivery					
TSC Description	Provide luxury and personalised butler services to guests to enhance their stay at the property					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		HAS-HTO-2002-1.1	HAS-HTO-3002-1.1	HAS-HTO-4002-1.1		
		Provide luxury and personalised butler services	Oversee and supervise butler services	Manage and monitor butler services		
Knowledge		<ul style="list-style-type: none"> Importance and guidelines for performing start-of-shift and end-of-shift activities Importance of delivering politeness and decorum Luxury brands and products, haute couture, haute cuisine and lifestyle trends Local attractions, shopping and transportation International protocol for addressing guests of different cultures, genders and social status Proper multicultural and business etiquette for different situations Protocol for serving meals Importance of safe, clean and well-presented properties and guidelines on environmental, hygiene, security and safety Housekeeping techniques to service properties Organisational guidelines for using cleaning agents and 	<ul style="list-style-type: none"> Importance of supervising and performing start-of-shift and end-of-shift activities Organisation's product offerings, services and benefits Types of guests and services accorded with VIP status Guidelines on workplace safety and health Organisation's duty of care to guests Importance of reviewing operational activities and reporting irregularities in operations through the appropriate channels Guidelines for resolving irregularities related to butler service operations Techniques to handle irate guests and strategies for service recovery Organisational guidelines on limits of authority Guidelines for reporting guest concerns and feedback to managers and documenting the feedback 	<ul style="list-style-type: none"> Methods of monitoring and evaluating the delivery of butler services and guest interactions Guidelines for responding to changes in business levels Guidelines for managing and allocating resources Benefits of recommending improvement initiatives for butler services Types of resources that support initiatives to enhance butler services Strategies for resolving irregularities related to butler services Guidelines for handling service recovery and compensation policies for handling service breakdowns Techniques of root cause analyses Guidelines for maintaining safe work areas, in accordance with the Workplace Safety and Health Act Guidelines for documenting records, reports, 		

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		<p>cleaning tools and equipment</p> <ul style="list-style-type: none"> • Methods to care for fine garments and shoes, manage wardrobe and organise luggage 	<ul style="list-style-type: none"> • Techniques for coaching 	<p>recommendations, feedback and irregularities related to butler services</p>		
<p>Abilities</p>		<ul style="list-style-type: none"> • Perform start-of-shift and end-of-shift activities • Set up room amenities and coordinate amenity deliveries • Orientate guests with the room amenities and services • Prepare and perform turn-down services, and service and refresh guest rooms upon request • Perform room inspections to ensure guests' requests are taken with great care • Provide hand pressing of garments, care of fine clothing and shoes, sorting and storing guest wardrobes, pack and unpack luggage, shoeshine services and other butler duties • Prepare bath and spa services for guests, upon request • Perform formal table settings and related meal services • Attend to guest errands with prestigious and personalised services • Coordinate with internal and external stakeholders to complete guest requests and/or to follow up on 	<ul style="list-style-type: none"> • Perform start-of-shift and end-of-shift activities • Supervise and coach butler service team in accordance with organisational procedures • Provide support for butler service duties • Adjust priorities to respond to the changing needs of guests in an accurate and timely manner • Handle and resolve irregularities and guests' concerns and feedback related to butler services • Coordinate with internal and external stakeholders to fulfil guest requests 	<ul style="list-style-type: none"> • Manage the preparation of butler services to enable efficient service delivery • Monitor butler services to ensure personalised services are delivered to guests at all times • Adapt and respond to changing business levels by maximising the potential of resources for butler services • Manage guests' concerns and feedback escalation, and guest experiences • Look for opportunities with positive impact on guests to enhance butler services • Advocate feedback loops for continuous improvement to encourage a work environment where team members' feedback is valued • Review and develop team's performance and welfare to enhance and upkeep the service quality 		

		<p>appropriate actions to address deficiencies in butler service operations</p> <ul style="list-style-type: none"> • Respect and protect the privacy and confidentiality of guests • Focus on guest characteristics and take ownership of guest needs to offer appropriate and thoughtful touches of luxury and personalised services to delight guests and/or adapt to challenging situations and offer diplomatic solutions without giving way to emotion or anxiety 				
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