

Employment Vacancy

Name of Club:- ALC Ref No:- Job title:- Full/part time:- Location:- Duration:-

Brief Job Description:-

Hours/week:- Wage/Salary:- **Basic scope and purpose:**

To provide an excellent level of service to the Members and their guests that stay in the Club's bedrooms. To support other departments in the Club in delivering the highest possible standards to the membership – specifically the food and beverage teams and the Club receptionists (Hall Porters).

Butler main responsibilities

- Food and Beverage service in Chambers (bedrooms)
- Valet service (guest laundry, shoe polishing etc)
- Management of Mini Bars
- Financial charges and stock control

Additional responsibilities:

- Support the Food & Beverage service in the Club
 - Support the Club Receptionists/Hall Porters
 - Support the Housekeeping team

Hours of work:

As confirmed in your offer letter and employment agreement, your contracted hours of work are 40 hours per week (exclusive of meal breaks). You will be required to work from Monday to Friday but may be required to work the occasional weekend. The Club reserves the right to vary these hours and start and/or finish times according to business requirements.

Anticipated hours (dependent upon business needs):

- Monday to Friday 7am -3pm
- Saturdays (as required)

BUTLER DUTIES**Food and Beverage service**

- Collect daily room attendance report from the Hall Porters on arrival, and any newspapers which

have been ordered.

- Serve any breakfast trays required with correct crockery and clear trays by midday so corridors are kept clean and tidy for new arrival.
- If no breakfast trays required assist the breakfast team in No.27.
- Ensure all breakfast stock is ordered with the kitchen 24 hours before required and collected.
- Order 24 hours before the weekend breakfast items for collection on a Friday.

Butler service (guest laundry, shoe polishing etc)

- To undertake errands for the Members as requested i.e. shoe polishing and repairs, same day dry cleaning, ironing or pressing of clothes and emergency washing and spot cleaning.
- To assist the Members with basic laundry and ironing services and ensure that these are charged appropriately.
- To assist Members with dry cleaning, which is carried out externally but does need collecting/charging etc.

Mini Bars

- Ensure mini bars are checked, replenished, and cleaned daily.
- Liaise with Hall Porters on mini bar charges process any outstanding bills through the EPOS terminal (daily list to be with the Porters by 11am).
- Order mini bar stock from the cellar (monthly).

Financial charges and stock control

- Cashing up reports/ paperwork have been given to the accounts team.
- To be proficient in the use of the Millennia system to be able to charge items to Members' house accounts.

ADDITIONAL DUTIES

Support the Food & Beverage teams

- Assist the breakfast team with service in No.27
- Assist with lunchtime service in No.27 or the main clubhouse
- Assist at Club Events as and required (occasional evening service required)

Support the Club Receptionists/Hall Porters

- Assist the front desk with general duties in

manning the desk, such as answering the switchboard, helping with general enquiries etc.

- Be on hand to help with luggage
- Assist with deliveries

Support the Housekeeping team

- Assist the rest of the Housekeeping team when required to do so, including in the main clubhouse.

Members requirements

- Support Members with general requests as and when required.

Health & Safety and Personal Hygiene:

- Cleanliness – to ensure the highest level of cleaning standards in the Butler service areas, and to ensure that weekly cleaning schedules are completed and adhered to.
- Allergens – to be aware of food allergens and what action to take when guests have dietary requirements.
- Fire - to be fully conversant with the Club's fire procedures, health and safety policy procedures and staff handbook.
- Uniform - to wear a clean uniform and be of a smart and tidy appearance. This includes having smart and tidy hair.

Other requirements:

- To comply with any reasonable request made by Management.
- To add to the guest history folder on a regular basis and build up a database of Members' likes and dislikes.

***All applicants must be eligible to work in the UK**

Contact Name:-

David Turner

Telephone No.

Email:-

dturner@boodles.org

Office Use only