



Butler – MSC CRUISES

JOB PURPOSE

- The Butler is at all times the Ambassador for MSC Cruises.
- The Butler will become the Crew member the Guests will know personally and meet more often than any other person on board.
- For the passenger, the Butler will be the most trusted person on board.

KEY ACCOUNTABILITIES

- 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.

QUALIFICATIONS (skills, competencies, experience)

- High school graduation certificate
- A diploma or certificate of graduation from an internationally certified Hotel or Restaurant school.
- Demonstrated understanding of Restaurant Management, Dining reservations systems, and a flair for easy communication with all guests and personnel.

Oceangoers Ltd, Digital House, Branch Road, Calbasses Port-Louis, 20201
Mauritius

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