

JOB VACANCY –BUTLER

- Company: Safari Valley Eco Resort
- Business Unit : Resort
- Town/City : Adukrom, Okere District
- Contract type: Fixed Term
- Job type: Full Time
- Function: Butler Service
- Reference No.: BUT-001-24
- Remote Eligible: Onsite
- Date of publication: 2024.08.16

ABOUT SAFARI VALLEY ECO RESORT:

Safari Valley Eco Resort is the first luxury eco-park resort in Ghana located on a 250 acre land in the heart of the lush, tropical valley of the Okere district in the Eastern region of Ghana, surrounded by incredible natural beauty of exotic wildlife, exquisite flora and fauna, and an unspoiled beauty of nature. Safari Valley Eco Resort is an affirmative action, equal opportunity employer, employing over 700 direct and indirect workers. All qualified applicants receive equal consideration for employment without regard to race, color, religion, sex, disability, or any other protected class.

ROLE SUMMARY:

In this role, you will be responsible for delivering exceptional service to our guests, ensuring efficient time management, and maintaining impeccable communication. Your primary focus will be on providing consistent, high-quality service that aligns with our company's service standards and strategic goals.

DUTIES & RESPONSIBILITIES:

Take care of all VIP suite rooms and coordinate with other stakeholder departments to meet guest needs and requests.

- Must be aware of the room service and other outlet menus, answer questions about menu selections, and communicate with the kitchen regarding menu inquiries and product availability.
- Keep other stakeholder departments informed about the guest allergies and food preferences.
- Welcome guests at the car park and plan a meet & greet session for him/her.
- Serve welcome drink to the guest and plan all other related activities during the stay.
- Conducts the in-room check-in process in a fast and efficient manner, following all the standards and also liaising with bellmen for luggage delivery.

- Takes care of the guest's requests and liaise with respective departments: laundry, wake-up call, spa bookings, concierge, etc.
- Able to perform software operations like check-ins / check-outs, update profile, room reservations, requests, apply for payment, verify and adjust billing, activate room keys, process check-out, etc. on the company's software.
- Record transactions and order items in the Point of sales (POS) system.
- Utilizes approved Guest Feedback systems to gather and manage guest reviews.
- Inform housekeeping department on the desired time for the daily cleaning and turn-down service.
- Fully conversant with accommodation features: lay-out, room type, location, decor, in room facilities and equipment.
- Fully aware of operating procedures for all electrical and electronic equipment in the guest room.
- Serve the guest in a calm, discrete and courteous manner, respecting timing standards and guest space.
- Pick up trays and clean tables as needed to ensure a clean dining area and maintain cleanliness of work areas, Chinaware, glass, throughout the day.
- Executes all responsibilities with a strong sense of priority, dedication, and commitment.
- Hosts and welcomes all guests graciously and politely, and be able to hold conversations with guest naturally and spontaneously.
- Carry out checkout in an efficient manner, offering luggage assistance and transportation.
- Wish a fond farewell to the guest at the time of departure.
- Take note of all the information, updates, and instructions and gives proper handover to the night shift before signing off from work.

Qualification Required & Experience

- Bachelor of Technology or HND in Hospitality Management.
- Any other related field which is service oriented.

APPLICATION INSTRUCTIONS:

All interested applicants should send their CV, certificates and cover letter to the address below:

The HR Manager

Safari Valley Eco Resort

Adukrom, Okere District

Email Address: safarivalleyhr@gmail.com

NB: Please use **"Butler Service"** in the Subject Line when applying via email.

Deadline for Submission: **28th August, 2024.**