



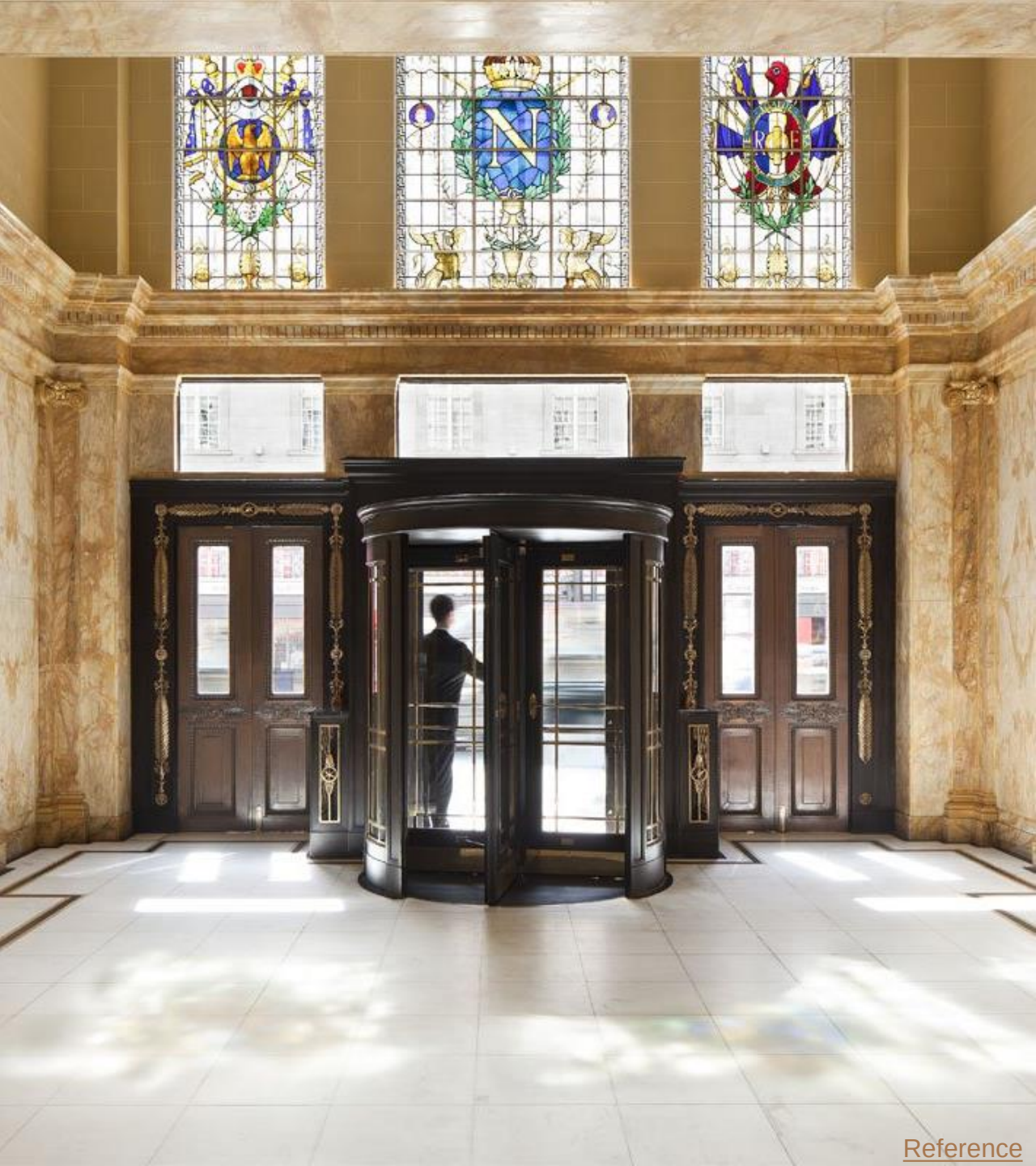
Guest Relations Course

Qlion

Host & Butler



English Only



Lobby Ambassador

Course description

BRAINSTORMING

DEFINITION

ORGANIZATION CHART

TASKS

SKILLS



Brainstorming

Share your ideas

Definition

A person who receives or entertains guests at home or elsewhere.

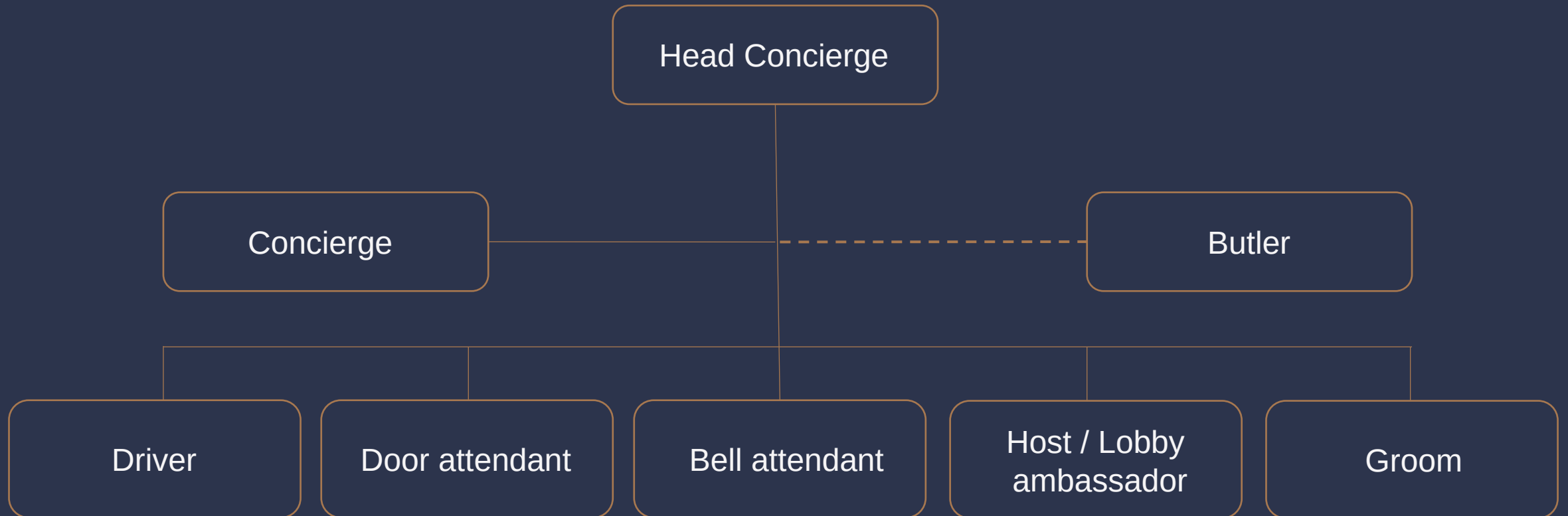
Lobby Ambassadors are the face of a company. They greet visitors, answer questions, and provide information about their employer's products or services.

HILTON, The Quin Hotel, NYC

Lobby Ambassador – Quin Hotel, NYC



Organizational Chart



Tasks

- Offer a warm welcome to each guest individually
- Be always available as a point of contact for guests
- Ensure safe and secure environment in the Lobby
- Guide guests to their room and to other hotel areas
- Enquire about guests' satisfaction
- Ensure that guests have all they need in their rooms and in the hotel in general
- Promote hotel's offers and activities



Skills

- **Outgoing, charismatic and approachable personality**
- **Excellent interpersonal skills**
- **Smart in appearance and well-groomed**
- **Exceptional communication skills**
- **Guest-focused**
- **Flexible and adaptable**
- **Multitasking**
- **With great problem-solving abilities**
- **Extremely detailed oriented**





Any questions ?

Share your experience !



Guest Relations Course

Option

Butler



Butler

Course description

BRAINSTORMING

DEFINITION

HISTORY

ORGANIZATION CHART

TASKS

SKILLS

BENEFITS

[Reference](#)



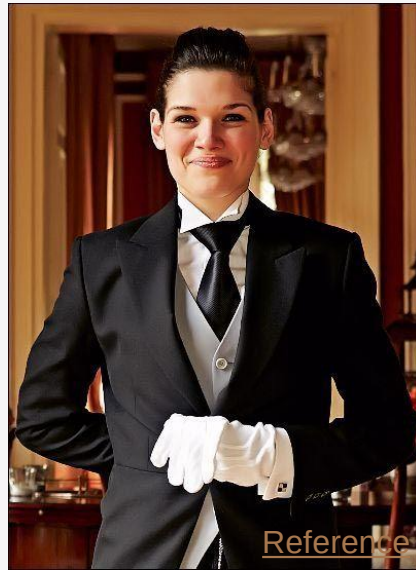


Brainstorming

Share your ideas

Definition

The chief manservant of a house or suite.



History

Origins: Bouteille (French for bottle) → Butelier
→ Butler

In the past

Wine servant
Head of estate's servants
Exclusively for men
Servitude job
Distinction in clothing (white gloves)

Movie – The Butler

Today

A choice, a pride
Art of service
House manager
Business-like mind
Run the affairs of clients
with precision and care
A symbol of wealth

Butler, the interview – Café Royal, London



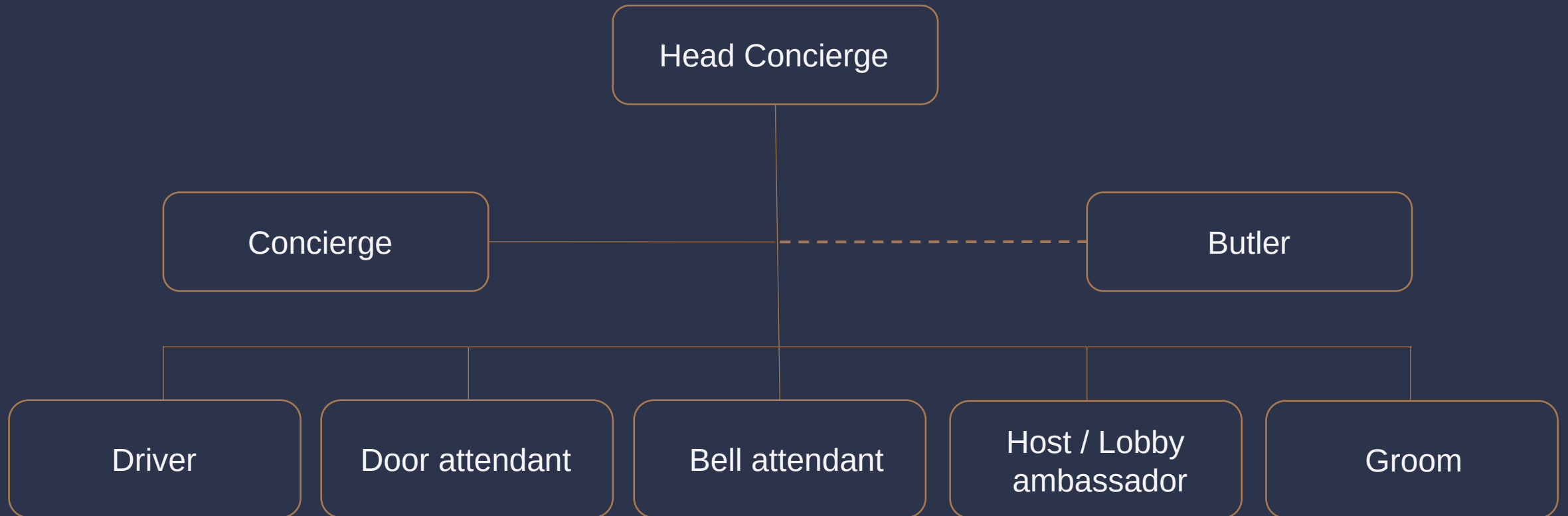
The International Butler Academy (TIBA) is a unique, exclusive, professional butling and house management school.

“We are proud to be the finest and most innovative butler service training institute in the world, second to none. We are equally proud that some of the world’s wealthiest families, international businesses, as well as five-star hotels, resorts, private clubs, and cruise lines, turn to us for staff training and staff recruitment, as well as our highly specialised consulting services.

Our comprehensive 10-week, 800-hour-curriculum, government-licensed training program, will introduce each student to all the expected duties of a butler, personal assistant, valet, house, and estate manager.”

<https://www.butlerschool.com/>

Organizational Chart



Tasks

COLLEAGUE ORIENTED :

- **Supervising**
- **Observing**
- **Recruiting**

GUEST ORIENTED :

- **Welcoming guests to the room**
- **Packing and unpacking service**
- **Providing 24-hour assistance**
- **Attending to guests' needs**
- **Coordinating reservations**
- **Organizing events and parties**
- **Knowing guests' needs (Personal assistant)**



Skills

- **Service oriented**
- **Discrete**
- **Meticulous – attention to details**
- **Multi-tasking**
- **Silver service – table art**
- **Detailed knowledge of hotel outlets**
- **Organizational skills**
- **Excellent communication**
- **Great entertainer**



Butlers today

Are moving away from the traditional definition of luxury

Bonfire Butler

Tartan Butler

Broadway Butler

Energizer Butler

Fragrance Butler

Dog Butler

Sunglasses Butler

Barbecue Butler

Picnic Butler

Serenity Butler

Oyster Butler (and Crawfish Concierge)

“The high-end experiences sought after these days are experiential in nature, individually crafted to the client, and hyper-local, and the growing interest in specialized butler services is a natural progression of these trends.”

-Erina Pindar, Managing Director SmartFlyer



Benefits

- Add value
- Offer high-end services
- Optimize time
- Personalize the service
- Be the single point of contact for guests
- Develop relationship between the guests and the hotel

Allow me – Sr. Regis Butler Service

Marriott Hotels



Research

Butler Presentation

Null Stern



The Chedi Andermatt





Questions ?

References

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Thank you

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