

CHAPTER III

TRAINEE PERFORMANCE

A. Placement and Coordination

During Industrial Placement in Sofitel Bali Nusa Dua, Talent & Culture and Front Office Manager together agreed to put the writer in Butler section for six months. Butler is part of the Front Office Department. Butler represent almost the service in the hotel. The writer choose to stay in Butler section is because of some reason. First reason is because in butler, the writer can learn a lot not just only the knowledge in Butler, but from the other department. Butler didn't stay in one place like front desk agent or concierge. Butler keep moving all day long because butler not just only handle one room, but more than 10 rooms. Second reason is because butler can contribute to help other department to assist their guest. The other reason will be written in the job description.

Sofitel Bali Nusa Dua only provide Butler service for the guest who stay only in the Suite room and Villa. As a Butler, the writer should have a good performance such as skill to talk and think fast. Butler in Sofitel Bali Nusa Dua Bach and Resort is like a connector between one department and another.

In Sofitel, butler must have a good relation with other department, such as with the same department in the front office, like the Operator and Concierge. From another department, butler should have a good relation with the Housekeeping, Engineering, and other division in each department. Butler is the first person to know the movement of the guest, in other words, butler need to know everything about the guest, either it is a request or a concern.

The writer's coordinating with the other following divisions such as,

1. Butler with Housekeeping department

- Every morning and afternoon, butler should ask the guest what time that they want the room to be clean. After the butler know the time, butler should inform the Housekeeping whether the guest need the room to be clean or not.

2. Butler with Operator

- Every request from the guest that will organize later, butler should call the operator to make a hotsos (something like a reminder), so there will be no missed service.

3. Butler with Concierge

- Butler need to check the system in computer, so butler need the concierge's computer to check any information of the guest.

4. Butler with Bellman

- Butler need to inform bellman to deliver or pick up the guest's luggage while they're checking in or checking out.

5. Butler with Engineering

- If there's some technical problem in the room, butler should call the engineer and wait for the engineer to fix the problem in the room, because the engineer didn't allowed to come by themselves.

B. Job Description

1. Butler

Morning butler job:

- a. Find guest while they're having breakfast, greet them and ask their condition.
- b. Ask the guest for make sure that everything is fine the room.
- c. Ask the time for the cleaning room.
- d. Ask the guest if they have any plan that butler can arrange.
- e. Ask the guest that will checking out tomorrow, ask the time and the transportation.
 - If the guest need a late checkout, butler should ask to the room controller and concierge.
 - Arrange guest transportation if they don't have.
 - Ask what time that bellman can pick up the luggage.
- f. Call guest to the room above 10am if the guest skip their breakfast.
- g. Make sure the cleaning room has been done by the housekeeping right on time as the guest request.
- h. Bring the guest request as soon as possible, for example: extra water, extra towel, amenities.
- i. Make sure the guest not put the Do Not Disturb button, so the housekeeping can come and clean the room.
- j. If there are guest who checking out on that they, pick them from the room and bring them to the Club Millesime for the checkout process. (Every guest that have butler, have a Club access)
- k. Assist guest that need buggy service. (especially for the villa)
- l. Make a special decoration for the upcoming guest that will be check in on that day. (For Anniversary, Birthday, and Honeymoon)
- m. Make sure that the room for arrival guest is ready.

- n. Morning butler should make sure that the minibar is always refilled with the in room service.

Afternoon Butler job:

- a. Make sure everything is fine with the guest.
- b. Ask the guest what time that they need the turndown service. If they refuse, butler should tell the housekeeping.
- c. Ask the plan for dinner and help to arrange if they haven't make any reservation. Butler can make a reservation for the outside restaurant.
- d. Make sure that housekeeping do the turndown service. (For guest that request for the turndown)
- e. Butler make a special decoration in the room for the guest that will checking out on the next day.
- f. Complete the follow up that has to be done on that day.
Butler's job also depend from the guest request, sometimes the guest request is not stop until the night. Butler can take time to have a rest if all of the request has been complete.

There are a lot of job to do that is not the main part of the Butler's job desks;

- a. Deliver the guest laundry to the room.
- b. Help the In Room Service to bring the food to the guest's room if they order in room service.
- c. If the guest need nurse assistant, butler should attend the nurse to make sure everything is alright.
- d. If there any animals or insects in the rooms, butler should call the pest control and attend them in the room.
- e. If the guest have a sore throat, will ask if they need ginger tea or not. If they need, butler can make it by themselves and deliver it to the room.

- f. If the guest order food from outside of the hotel, butler will help them to take it from the lobby to the room.
- g. Butler can help to assist another guest who will check in on that time when there's no any concierge team in the lounge.
- h. Butler works as a team, if one of the butler meet another guest that the butler know, butler is allowed to do the courtesy.
- i. Butler can help the bellman to bring their guest's luggage to the storage.
- j. Butler have to make sure every guest appointment is confirm. For example; Guest book spa treatment, butler should ask the spa reception that it's confirmed.
- k. Butlers in Sofitel Bali Nusa Dua Beach and Resort is responsible for the buggy car in the hotel. Butler need to clean the buggy every morning and charge all the buggy in the night.
- l. Butler will make a bubble bath in the room if the guest request, or make a bubble bath and a little flower decorations for the guest who will check out on the next day. And make sure to do the turn down service first before make the surprise.
- m. In the end of the shift, Butler should make a guest movement and share it to the group. Guest movement is use to know what are the activities that the guest did on that day. For the afternoon shift, butler should make a task list for the morning butler, so that the morning butler know what to do on that day.
- n. There will be a dedicated butler if there are VIP guest that highlighted by the General Manager. They should closely assist the guest wherever they go.
- o. Butler should be ready for the buggy request from the guest.
- p. Butler should remind the guest if the guest have an appointment for spa, dinner, etc.

There's also a floating butler, usually come at 12pm. There are some job to do for the floating butler which are:

- a. Help to cover the cluster if the morning or afternoon butler is having a break.
- b. Help buggy service if there's a request from the guest.
- c. Help the morning or afternoon butler to set up wow (small decoration) in the room.
- d. Floating butler can help other cluster if they need any help.

2. Bellman

- a. Meet and greet the guest who come to the lobby area
- b. Responsible to deliver guest to the room upon check-in, and take out the luggage from the room upon check-out
- c. Always make sure the luggage neatly arranged in the bell storage and in the lobby area.
- d. Responsible to take the valet parking.
- e. Arrange the transportation for the guest who need to go outside.

3. Club Millesime Concierge

- a. Responsible to handle check-in and check-out process.
- b. Handling the guest complain.
- c. Check every follow up that should be done on that day.
- d. Prepare welcoming letter and welcoming card for the arrival guest.
- e. Prepare registration card in the night for tomorrow arrival.
- f. Prepare key upon guest arrival.
- g. Explain about the facilities and benefit for the guest who have the club access.
- h. Responsible for every payment.