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1 THE EXECUTIVE FLOOR CONCEPT →INDEX

Objective: The target is to create a home for the Business Traveller at the Royal Club. Guests will be pampered by an invisible, superior service. The Royal Club must be an oasis of comfort and relaxation but at the same time it must be highly efficient.

1.1 Guest Check-In

- 1.1.1 When the guest arrives at the lobby entrance they are greeted by the Doorman, received and escorted by the Guest relations to the Royal club.
- 1.1.2 Guest registration will be ready with room key at the Royal club.
- 1.1.3 Luggage will be delivered by the Bell Staff.
- 1.1.4 Welcome drink will be ready by the butler at the lounge or "Welcome Tray" and introduction by the Room Butler (see page 10)

1.2 Room Make Up

- 1.2.1 For room make up, no Maid's trolley will be used (see page 12)

1.3 Turndown Service

- 1.3.1 No Maid's trolley will be used (see page 14)

1.4 Wake-Up Calls

- 1.4.1 The switchboard will personalise all wake-up calls for guests on the Royal Club.

1.5 Morning Tea/Coffee Service

- 1.5.1 After the guest receives their wake-up calls, the Room Butler will serve Morning Tea/Coffee along with the daily newspaper in the guest's language.

1.6 Meals from Room Service

- 1.6.1 If the guest requests breakfast to be served in their room, the service will be provided by Room Service free of charge.
- 1.6.2 Other meals and items ordered through Room Service will be charged the guest's folio.

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1.7 Royal Club Lounge

- 1.7.1 The Royal Club will operate from 06:30 a.m. to 10:30 p.m. daily.
- 1.7.2 There will be a daily Breakfast Buffet laid out in the Royal Club. Short orders will be served from the Pantry. This is free of charge for all Royal Club guests.
- 1.7.3 Throughout the day, coffee, tea and soft drinks will be available accompanied by an assortment of sandwiches, pastries, cakes and cookies, entertainment of two visitors free of charge.
- 1.7.4 Alcoholic beverages will be available from the bar all day, chargeable to the guest's folio. Each evening two hours free alcoholic with hot & cold canapés will be served.

1.8 Royal Club Reception / Business Centre

- 1.8.1 The Reception/Business Centre will operate from 06:30 a.m. to 10:30 p.m. daily.
- 1.8.2 The Reception Area and Business Centre will be combined with the Royal Club Lounge.
- 1.8.3 Services offered in the Business Centre are outlined on page 6. Prices are to be determined.

1.9 Butler Service

- 1.9.1 The Butler Service will be offered from 06:00 a.m. to 10:30 p.m.
- 1.9.2 For details on the Butler Service see page 10.

1.10 Guest Laundry/Dry Cleaning

- 1.10.1 Laundry and Dry Cleaning services for Royal Club guests will have priority handling (semi-express) and must be returned the same day.
- 1.10.2 Pressing of two items or one suit per stay will be free of charge.

1.11 F&B Amenities for Guest Rooms

- 1.11.1 Different F&B amenities will be delivered to the guest room each day.
- 1.11.2 This will be based on an 8 day rotational program.
- 1.11.3 Delivery will be by Room Service and the Room Butler.

1.12 Room Amenities for Guest Rooms

- 1.12.1 Detailed list on page 16,

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1.13 Mini Bar(s)

- 1.13.1 Mini Bars in Royal Club guest rooms will be stocked by Room Service.
- 1.13.2 No trolleys will be used in the corridors. The trolleys are stationed in the Service Areas and the room serviced with a tray.

1.14 Maintenance

- 1.14.1 Only fully functional rooms are to be sold on these floors.
- 1.14.2 Constant communication is needed regarding maintenance between the Royal Club Manager, the Floor Supervisor and the Engineering Department.
- 1.14.3 Royal Club rooms must have priority handling of any maintenance faults.

1.15 Guest Check-Out

- 1.15.1 Guests can settle their bill the evening prior to their departure at the Royal Club Reception desk. Credit Card vouchers will be available.
- 1.15.2 If the folio is still open, it will be delivered by Room Butler to the room for easy reference and settlement in the morning.
- 1.15.3 The guest's exact time of check-out will be requested in order to arrange for luggage collection and airport transfer.
- 1.15.4 If the guest checks out before the Royal Club Lounge is open, the bill can be settled at the Royal Club Counter in the Main Lobby Reception.
- 1.15.5 Whenever possible, the guest will be bid farewell and escorted by the Room Butler or Royal Club Manager to at least the guest elevators.
- 1.15.6 When the Royal Club Lounge is closed, the Night Manager is responsible for the Royal Club.

1.16 Airport Transportation

- 1.16.1 Limousine Service is provided by the Hotel and will be charged to the guest's account.

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2 THE ROYAL CLUB →INDEX

2.1 Overview

The Royal Club situate at full floor, at the 23 floor. It consists of the Reception Area, The Business Centre and a Meeting room and the Executive Lounge.

The furnishing of the entire Royal Club gives the feeling of understated elegance.

2.2 Operating Times:

Open 7 days a week.

- 06:30 a.m. – 10:30 a.m. Full Continental Breakfast is served. This is a small, but elegant Breakfast buffet set-up; all short orders will be served from the Pantry, prepared by the pantry staff. (Breakfast will be at no charge). *CHARGE IS INCLUDED IN THE ROOM RATE*
- 10:30 a.m. – 03:30 p.m. Tea, coffee, soft drinks and Cookies, canapés, fruits are offered throughout the day.
- 04:00 p.m. – 05:30 p.m. Afternoon tea or "High Tea" is served, with a variety of sandwiches, cakes and pastries. A good selection of teas (including herbal) and fresh brewed coffee is also offered.
- 06:00 a.m. – 08:00 p.m. Alcoholic drinks and A selection of canapés will be offered each evening, free of charge.
- 10:30 a.m. – 10:30 p.m. A fully stocked bar is open throughout the day, all alcoholic beverages will be charged to the guest's folio.

2.3 Special Events:

Once a week complimentary cocktails will be served, hosted and attended by the Management in the Royal Club. In addition to the guests on the Executive Floor, members of the Business community will be invited to attend.

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3 THE BUSINESS CENTRE [→INDEX](#)

3.1 Services Offered:

- All forms of typing and word-processing
- Sending and receiving faxes
- Internet connection
- Photocopying
- Binding of documents
- Receiving messages for the guest
- Assist in booking in-house meeting rooms
- Arranging business and private appointments
- Table reservations for restaurants
- Booking airline tickets
- Reconfirmation of flights
- Hotel bookings
- Assistance arranging car or limousine hire
- Theatre / Show bookings and tickets
- Travel / sightseeing arrangements

For business meetings the Boardroom at the Royal Club should be used.

The receptionist/secretary on duty assists the Guest and the Royal Club Manager in Guest Arrival- and Guest Check-out Procedures.

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4 GUEST ARRIVALS & DEPARTURES

4.1 Overview

Guest arrival and departure procedures for guest(s) on the Royal Club are designed to provide the most expeditious check-in and check-out possible. The guest is to be welcomed and wished farewell personally by the Royal Club Manager, the Room Butler or other manager.

4.2 Guest Arrival

1. Upon arrival at the Hotel the guest is greeted by name by the doorman/bellman and welcomed by the Guest relation.
2. The Royal Club Manager (in his/her absence the Floor Butler) escorts the guest to the pre allocated room, makes the guest comfortable in the room. If necessary check-in can be handled at the Royal Club reception Counter in the Lobby Reception.
3. The bell person delivers the luggage to the room no later than 7 minutes after the guests arrival, this ensures priority luggage handling for all Executive Floor guests.
4. The butler will present the Welcome Tray within 10 minutes of the guest's arrival (for detailed information see Butler service).
5. Total elapsed time from guest arrival at the Hotel entrance to completed Welcome Tray service and the guest enjoying their privacy – **Not more than 12 minutes!**
6. In the Royal Club the receptionist will open the guest folio with payment request.

4.3 Guest Departure:

1. During the evening prior to the guest's departure, the Royal Club Manager contacts the guest to ascertain:
 - Their exact check-out time
 - When they would like their luggage picked up by the bell service
 - If they require limousine service to the airport
 - The receptionist/secretary ensures there is a forwarding address in case of faxes, mail, etc.
2. The Royal Club Manager also presents the guest with their folio to allow more time to check the bill. If the guest cannot be reached the folio is to be placed in the room when the turndown service is performed by the butler (highly visible at bed corner nearest to the door).
3. When ever possible but without bothering the guest, the Royal Club Manager should try to get feedback on the Royal Club Services.

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4. The Royal Club Manager contacts the Butler on duty to log the guest's check-out time.
5. The Royal Club Manager, receptionist/secretary or Butler will assist the guest with their check-out.

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6. The guest can settle the bill in the Royal Club Reception or when it is closed at the Royal Club Reception desk in the Main Lobby.
7. If a guest checks out when the Royal Club (and butler service) is closed, the Night Manager on duty will assist the guest and ensure the departure goes smoothly.

5 BUTLER SERVICE →INDEX

5.1 Purpose

Our Butler Service on the Royal Club will provide the ultimate in personalised service to our guests. The butler must be readily available but barely visible. The service we aim for will be efficient and reliable but not overpowering and of course, with utmost respect for the privacy of the guest.

5.2 Butler Service

06:30 a.m. to 10:30 p.m.

Responsibilities and Work Outline:

Every morning the Butler on duty will:

- Collect the Guest In-House Rooming List and Expected Arrival List for the Royal Club from the Front Office.
- Collect newspapers for the morning coffee/tea service
- Provide morning coffee/tea as recorded in the log book
- Prepare the welcome trays according to the Arrival List
- Co-ordinate with the Room Service Pantry for F&B room amenities for all arrivals, and guests in-house
- Confirm, by inspection, before all arrivals that F&B amenities are well in place
- The Butler will as well be responsible that all Royal Club Corridors are clear of trays, trolleys, etc.
- On heavy check-out he/she will be assisting the room attendant in removing fruit baskets, trays, etc. from the guest room and dispose in the service areas
- The Butler will be as well required to help in the Royal Club Lounge.

5.3 Guest Arrival:

The guest will be escorted to the room by the Royal Club Manager. The Manager will inform the Butler on duty of the guest's arrival and their room number.

The Butler will have a tray prepared with:

- Welcome Drink per guest
- Hot/cold towel per guest
- Basket with assorted designer soaps
- Flower vase

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The Butler will introduce him/herself to the newly arrived Guest giving their:

- Name
- Position
- Duty times

The Butler will then present the tray and ask the guest to choose his/her favourite soap (remove the remaining soaps and tray when leaving).

The Butler then informs the guest of the following:

- Opening hours and service offered at:
- Executive Floor Lounge
- Business Centre
- In-house Bars and Restaurants
- Telephone number where he/she can be reached

The Butler offers to:

- Unpack the guest's luggage
- Press any clothes
- Provide shoe shine service

The Butler then asks if the complimentary morning tea/coffee service is wanted and at what time the guest would like it served (which should then be logged in the log book in the pantry).

When leaving the room, make sure the guest is comfortable and leave by wishing them an "enjoyable stay".

The Butler will then action any requests by the guests and follow up after an acceptable time span to ensure that the request has been taken care of.

The Butler is responsible for informing the Housekeeping Supervisor in charge of all arrivals.

5.4 Turndown Service:

The butler will fill the Ice Bucket, place mineral water with glasses and coaster on the bedside table. Any shoes placed into the shoeshine basket will be cleaned and returned by the butler.

5.5 Breakfast Service:

During the night: Room Service will check all room doors for doorknob breakfast menus. The breakfast requested by the guest will be served in the room by Room Service and will be free of charge.

SPECIFY
TIME

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6 TURNDOWN SERVICE →INDEX

6.1 Overview

To provide a high quality turndown service that makes the guest feel welcome and giving the guest at the same time that little something extra.

6.2 Procedure

1. Knock the door – enter the room
2. Switch on light at desk and bedside table near telephone
3. Close heavy curtains
4. Switch on radio to soft music
5. Remove bedcover, fold neatly and place on stool in front of bed
6. Shake pillows and replace neatly
7. Shake duvet and replace neatly
8. Open sides to create a corner: always near the telephone for single occupancy, both sides for double occupancy
9. Place foot mat in front of cover fold with the logo facing out, one per guest
10. Place Breakfast Menu on pillow with good night amenity
11. Tidy up room, empty and clean ashtrays and waste bins
12. Check fruits, remove any spoiled ones, wash plates and cutlery if used
13. Replace guest supplies
14. Tidy up bathroom and replenish soiled linen and supplies
15. Place bath mat on floor in front of bathtub with logo facing you, place slippers on bath mat (only when guest removed them from wrapping paper)
16. Check the room to make sure you are pleased with your work and close the door.

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7 SERVICE STATIONS →INDEX

7.1 Overview

To enable the Butlers and Maids to provide an efficient service and allow easy access to all the Royal Club guest rooms, Butler and Maid stations need to be set up on the Executive Floors. The following is an outline of the requirements:

7.2 Butler Stations

For service of the Royal Club(s) the butlers will utilise the pantry near the Royal Club Lounge.

The pantry must contain the following:

- Cupboards for china/glass/cutlery
- Working table to set up trays, etc.
- Telephone
- Washbasin
- Refrigerator

Working equipment needed for pantry:

- Coffee Machine / Tee making facilities
- Cups and saucers
- Tea/coffee spoons
- Knife and forks
- Dessert plates
- Finger/cereal bowls
- Selection of glasses
- Bottle opener
- Doilies
- Napkins/tray mats
- Trays
- Iron
- Ironing board
- Shoe shine kit and supplies
- Small first aid kit

7.3 Maid's Service Stations

In view of our guest rooms without trolleys, Maid's pantries are required on the floor. To keep this area neat and tidy at all times, a shelf will be placed, for trays etc. to keep them off the floor. Regular clearing service, a minimum four times a day by Room Service, is a must.

The cupboards of the pantry must contain the following:

- One complete par of bed and bathroom linen
- Guest amenities as decided on
- Basic cleaning equipment

The place allocated for the Maid's Service Station is a heavy traffic area due to service elevators. Special care must be taken regarding:

- Maid's supply closet to be locked at all times (to avoid pilferage)
- Areas to be clear off all refuse, etc. to ensure smooth working systematically

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8 GUEST AMENITIES (RECOMMENDATION) →INDEX

8.1 Guest Room

ITEM	OK	ITEM	OK
DND sign		Breakfast Menu	
6 Male Hangers		6 Female Hangers	
2 Padded Hangers		1 Cloth Brush Brass	
1 Shoehorn Brass			
1 Shoe Basket for Shoeshine Service		1 Shoeshine Service Ten Card in Plastic	
1 Shoe Polish		1 Shoeshine Mitt	
1 Shopping Bag (possible in paper)		2 Laundry Lists	
2 Laundry Cloth Bags		2 Dry Cleaning Lists	
1 Video / TV Program with Cover			
2 Telephones (1 with computer link desk)		1 Telephone Book with Cover	
1 Notepad Holder with High Quality Pen		1 Notepad	
		1 Pen High Quality	
1 High Quality Stationary Folder, with: <ul style="list-style-type: none"> • 4 Letter Heads • 2 Fax Cover Sheets • 1 Guest Comment • 1 Hotel Fact Sheet • 2 Note Cards • 1 Jogging Map 		<ul style="list-style-type: none"> • 4 Envelopes • 2 Postcards • 1 Plotting Paper • 1 Hotel Brochure • 2 Note Cards Envelops • Welcome Envelope from GM 	
1 Waste Bin with Doily			
		1 Book Sign	
1 Book on either City or Country		1 Guest Service Directory for the Executive Floor	
2 Ashtrays (in smoking rooms only)		3 Matches (if possible not boxed)	
1 Room Service Menu		1 fresh flowers	

8.2 Bath Room

ITEM	OK	ITEM	OK
Amenity Tray or Basket containing: <ul style="list-style-type: none"> • 1 Conditioning Shampoo • 1 Bath / Shower Gel • 1 Body Lotion • 1 Comb • 1 Nail Brush • 1 Shaver with Shaving Cream 		<ul style="list-style-type: none"> • 1 Shower Cap • 1 Tooth Brush with Tooth Paste • 1 Sewing Kit • 1 Cotton Buds wrapped • 1 Facial Soap 	
Soap Dish with: <ul style="list-style-type: none"> • 1 Hand Soap 40 gram 		<ul style="list-style-type: none"> • 1 Bath Soap 60 gram 	
1 Glass Container with Cotton Balls		2 Water Tumblers on Coasters	
1 Ashtray (if non smoking room)			
1 Tissue paper Box with Tissue		2 Toilette Paper Rolls	
1 Laundry Line		1 Vase with single Flower	
1 Bathroom Scale with Paper Mat		1 Waste bin with Doily	
1 Hand-held Hairdryer		1 Magnifying Mirror (wall mounted)	

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8.3 Guest Room Linen

ITEM	OK	ITEM	OK
2 Pillows for King—Size Beds		1 Pillow for Double Bed	
2 Pillow Cases		1 Pillow Case	
1 Duvet		1 Duvet Case	
1 Bottom Bed Sheet		1 Mattress Pad per Bed	
1 Bed Cover per Bed		1 Foot Mat per Guest (Turndown Service)	

Pillow cases and duvet case should be embroidered with the Executive Floor Logo.

8.4 Bath Room Linen

ITEM	OK	ITEM	OK
3 Face Cloths		1 Bidet Towel (different colour)	
2 Hand Towels		1 Linen Huckaback Towel	
3 Bath Towels		1 Bath Mat	
1 Bathrobe per Guest			

All towels, bath mats and robes should be embroidered with the Royal Club Logo.

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9 PERSONALISED WELCOME LETTER (SAMPLE) →INDEX

Royal Club Floor

24th January 2003

Welcome to Le Royal Hotel – Amman and as one of our distinguished Royal Club guests, a host of special services await you.

We would like to invite you to enjoy your Royal Club experience in ultimate luxury and comfort in the privacy of The Royal Club Lounge located on the 23rd Floor. The lounge is open daily from 08:00 a.m. to 22:30 p.m. and offers continuous culinary and beverage selections, a choice of newspapers and magazines, and dedicated Concierge staff to assist you with your needs.

The following is a schedule of our culinary and beverage presentations:

MIDDAY SNACK
12:00 p.m. to 3:00 p.m.

AFTERNOON TEA
4:00 p.m. to 5:30 p.m.

HORS D'OEUVRES
6:00 p.m. to 8:00 p.m.

As our valued Club Guest, per stay you will be entitled to a host of complimentary service such as a free one hour massage at the Royal Spa, free pressing of two items or one suit and entertainment of two visitors at the Club Lounge.

As we are always striving to improve our services and the quality of our product, we hope that you can take a few minutes and complete the short questionnaire on the back to this letter. When completed, please hand it in at the Executive Floor Reception or give it to your Room Butler. Thanks in advance for your kind co-operation and your appreciated input.

Should you require any assistance from your Royal Club Concierge during your stay, please dial 3212. It is our pleasure to be of service to you and we wish you a most pleasant and memorable experience at Le Royal Hotel – Amman.

Thank you,

Ghada Mawajdeh
Royal Club Manager

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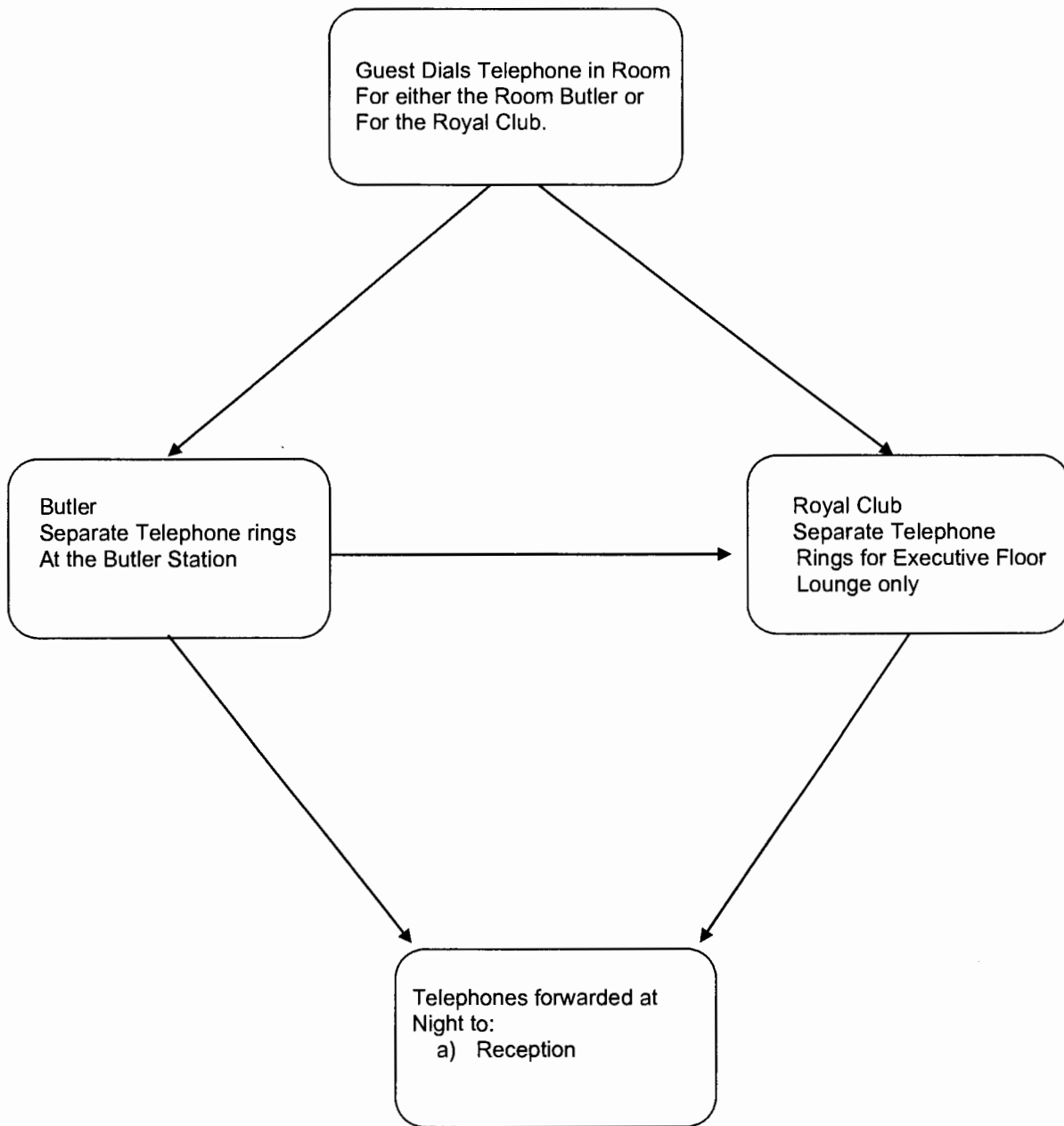
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10 EXECUTIVE FLOOR QUESTIONNAIRE →INDEX

	😊	😐	😞	
Arrival: Time from arriving at the lobby until reaching your room				
Greeted and escorted to your room				
Time taken for luggage to be delivered				
Welcome Tray by your Butler				
Introduction of Butler Service				
Room set-up and amenities quality				
Turndown service				
Personalised wake-up-call				
Morning tea/coffee service				
Royal Club: food and drink Presentation and Service				
Business centre: facilities, quality and Staff efficiency				
Check-out procedures, efficiency				
How did you rate your stay with us?				
Would you come back to our Hotel?				

General Comment or Suggestion:

11 TELEPHONE SYSTEM (DIAGRAM) →INDEX



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12 MANNING GUIDE (SAMPLE) →INDEX

12.1 Overview

The following is a guideline/recommendation for the establishment of the optimal staff requirements. It is designed to show the number of staff necessary to provide the high quality service desired for the Royal Club.

Royal Club Layout:

03 Floor 37 units and Lounge

TOTAL 37 units

Expected occupancy 70 % → 26 units per day

Therefore the following guide is based on the premise that the major guest check-in will be during daytime:

12.2 Shifts

MORNING SHIFT	P.M. SHIFT
<ul style="list-style-type: none">• 1 Royal Club Manager• 1 Lobby Lounge Waiter• 1 Receptionist/Business Centre Secretary• 1 Room Butlers• 1 Floor Supervisor• 3 Room Attendants	<ul style="list-style-type: none">• 1 Lobby Lounge Waiter• 1 Receptionist/Business Centre Secretary• 1 Room Butler• 1 Junior Floor Supervisor• 1 Room Attendant

Relief Staff (days off and holidays):

1 Lobby Lounge Waiter (can be replaced by Room Service)
1 Room Butler
1 Room Attendant

The above mentioned relief staff must be included in the initial training and would work on the Royal Club only to cover days off.

Replacement for the Receptionist/Secretary will be either by a Front Office Receptionist, or the opening hours of the Business Centre must be revised.

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13 ROYAL CLUB LOGISTICS →INDEX

The Royal Club Manager is in charge of overall co-ordination of activities on the Royal Club.

ACTIVITY / PLACE	SET-UP FROM	SERVICE / ACTION
Royal Club LOUNGE a) Bar b) Breakfast Buffet Canapés Afternoon Tea c) F&B Function d) Pantry Stocks	Beverage Department Food Preparation Food Preparation Food Preparation	Royal Club Lounge Waiter Panty Girl / Lounge Waiter Banquet or Room Service Panty Girl
BUSINESS CENTRE RECEPTION AREA a) Stationery Supplies	General Stores	Receptionist / Secretary
BUTLER STATION(S) a) F&B Stock b) F&B Linen c) China/Cutlery/Trays d) Flowers e) Garbage Collection f) Cleaning of Station	Room Service Housekeeping Room Service Flower Shop	Butler / Room Service Butler / Room Service Butler / Room Service Butler Stewarding Butler
MAID STATIONS a) Linen Delivery b) Guest/Cleaning Supplies c) Flowers for Bathrooms d) Cleaning of Pantry e) Clearing of Room Service Trays	Housekeeping Housekeeping Flower Shop F&B	House Man Room Attendant / Floor Spv. Floor Supervisor Room Attendant Room Service

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14 JOB DESCRIPTION: ROYAL CLUB MANAGER [→INDEX](#)

14.1 GENERAL

Job Title: Royal Club Manager

Department: Rooms Division

Basic Function: Supervises the daily operation of the entire Royal Club, including personalised Guest Relations.

Scope of Job: To achieve a high standard of guest satisfaction on the Royal Club.

Supervision Received From: Rooms Division Manager

Supervision Exercised Over: Direct: Receptionist/Secretary, Butlers, Royal Club Lounge Waiters.
Indirect: Floor Supervisors, Room Attendants

Responsibility and Authority: Co-ordinates all operational requirements on the entire Royal Club section.

Working Hours: Flexible, 6 days a week

14.2 JOB SPECIFICATIONS

SPECIFICATION	ESSENTIAL	DESIRED
Knowledge & Skill:	Supervisory skills, problem solving abilities, guest relation skills	Same
Education, Training and Qualification:	High School, Hotel management training	Hotel School
Experience:	F&B and/or Rooms Division background	Same
Personality:	Positive and highly motivated, extrovert, able to perform under stress, strong leadership qualities	Same
Physical Requirements:	Pleasant appearance, physically fit	Same
Age:	25 – 35	30
Languages:	English, local tongue	Depending on guest structure

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14.3 KEY JOB TASKS: Royal Club Manager

1. Conducts daily briefings for all Executive Floor Staff regarding special guest requests, VIP and guest arrivals, VIP and guest check-outs and other operational follow-up.
2. Co-ordinates with the F&B department; breakfast buffet, afternoon tea and other functions which are held in the Executive Lounge (i.e. weekly cocktail party to be hosted by management).
3. Prepares hand written invitation cards for Management Cocktail Party one day in advance and arranges delivery and communication to the guests.
4. Inspects guest rooms prior to arrivals and on a regular basis while guests are in-house.
5. Maintains close contact with the Room Butlers to ensure smooth and efficient guest service.
6. Prepares pre-registration, whenever applicable.
7. Monitors guest arrivals and whenever possible, greets the guest in the lobby and escorts them to their room.
8. Works closely with Housekeeping for rush rooms and special requests such as bed boards, etc.
9. Supervises the Business Centre.
10. Ensures that the Guest History log is kept up to date.
11. Forwards to the Management once a month a "Birthday List" for the month following. This is to include: guest's name, mailing address and the date of their birthday, so that Management can mail birthday cards.
12. Tries to meet all guests in house at least once during their stay to get any feedback or comments as well as to offer any assistance.
13. Co-ordinates guest check-out with the Bell staff, Butlers and the Receptionist.

This Job Description is not exhaustive of all job tasks, only a guideline. Task may be added or removed by the immediate supervisor according to the pressure of work.

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15 JOB DESCRIPTION: ROOM BUTLER →INDEX

15.1 GENERAL

Job Title: Room Butler

Department: Rooms Division

Basic Function: To ensure the comfort and well being of all guests on the Royal Club through efficient and friendly service.

Scope of Job: Guarantee a high standard of service with utmost attention to guest satisfaction.

Supervision Received From: Royal Club Manager

Supervision Exercised Over: Not applicable

Responsibility and Authority: Personalised service for each individual guest on the Royal Club

Working Hours: 9 hours a day, 6 work days a week

15.2 JOB SPECIFICATIONS

SPECIFICATION	ESSENTIAL	DESIRED
Knowledge & Skill:	Knowledge of F&B service and basic administration	Additional Housekeeping, Laundry or Bell service
Education, Training and Qualification:	Elementary school	Hotel School
Experience:	1 year waiter	Basic Hotel Training in all major departments
Personality:	Extrovert, highly smart appearance	motivated, Same
Physical Requirements:	Physically fit	Same
Age:	22 – 26	25
Languages:	English, local tongue	Depending on guest structure

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16 JOB DESCRIPTION: FLOOR SUPERVISOR →INDEX

16.1 GENERAL

Job Title: Floor Supervisor
Department: Housekeeping

Basic Function: To ensure utmost cleanliness of assigned guest rooms, corridors service areas and Royal Club.

Scope of Job: To produce a high standard of guest satisfaction in all guest rooms and Royal Club Lounge.

Supervision Received From: Executive Housekeeper and Assistant Housekeeper

Supervision Exercised Over: Room Attendants

Responsibility and Authority: Cleanliness and hygiene of rooms, corridors, service areas and the Royal Club Lounge, basic administration, staff training and Fire Safety.

Working Hours: 9 hours a day, 6 days a week.

16.2 JOB SPECIFICATIONS

SPECIFICATION	ESSENTIAL	DESIRED
Knowledge & Skill:	Knowledge of cleaning, chemicals, equipment, training skills, ability to set hotel standards, basic administrative work. Ability to cope with 100% occupancy.	Same
Education, Training and Qualification:	Elementary school	Hotel school
Experience:	3 years as Room Attendant	5 years as Room Attendant
Personality:	Fair and firm	Same
Physical Requirements:	Physically fit	Same
Age:	25	25-40
Languages:	English, local tongue	Depending on guest structure

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17 KEY JOB TASKS: FLOOR SUPERVISOR →INDEX

1. Ensures Room Attendants are well informed and in proper attire.
2. Holds daily Communication Meetings with Room Attendants discussing all work related matters, VIP arrivals, guest arrivals, guest names, room numbers and DND's.
3. Organises Room Attendants to proceed with room cleaning.
4. Physical room check of all arrivals, VIP's, DND's, double locked rooms and supervising the preparation of VIP rooms. Checks the Executive Floor Lounge on a regular basis.
5. Ensures sufficient supplies and linen are available in the Maid's service pantries.
6. Report and follow up of any maintenance faults, in the guest rooms, corridors and the Royal Club
7. Greets the guests by name, inquires about their well being and actions any requests the guest might have to make their stay more enjoyable.
8. Control of stocks (linen and guest supplies).
9. Training of Room Attendants in job skills and fire safety.
10. Thorough inspection of all working equipment, and all service areas and pantries.
11. Works closely with Room Butlers and the Royal Club Manager.

This Job Description is not exhaustive of all job tasks, only a guideline. Task may be added or removed by the immediate supervisor according to the pressure of work.

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18 JOB DESCRIPTION: ROOM ATTENDANT [→INDEX](#)

18.1 GENERAL

Job Title: Room Attendant
Department: Housekeeping

Basic Function: Cleans guest rooms, assigned by the Floor Supervisor.

Scope of Job:

Supervision Received From: Floor Supervisor

Supervision Exercised Over: Not applicable

Responsibility and Authority:

Working Hours: 9 hours a day, 6 days a week

18.2 JOB SPECIFICATIONS

SPECIFICATION	ESSENTIAL	DESIRED
Knowledge & Skill: None		Awareness of cleanliness in rooms
Education, Training and Qualification: Elementary school		Previous experience as P.A. or Room Attendant
Experience: None		Same as above
Personality: Outgoing, honest		Same
Physical Requirements: Physically fit		Same
Age: 20-40		24
Languages: English, local tongue		Depending on guest structure

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18.3 KEY JOB TASKS: Room Attendant

1. She/he is well groomed, always in proper attire, and checks in to work on time.
2. She/he prepares the Maids Report and learns the names of the guests on her/his assigned floor.
3. When meeting a guest, she/he will greet the guest by name.
4. Prepares the cleaning bucket and supply basket.
5. Is responsible for cleaning the guest rooms as trained and to the standards set.
6. Reports any items missing from the guest rooms to the Floor Supervisor.
7. Reports any maintenance needed in the rooms.
8. Cleans and polishes the guests' shoes as requested.
9. Cleans and polishes the guest's corridors and always keeps the service areas neat and tidy.
10. Stocks the service pantry for the next day.
11. Removes any room service trolleys or trays left in the corridor to the service pantry.
12. Brings any Lost & Found to the Housekeeping office for recording and storage.
13. Reports any DND and double locked rooms to the Housekeeping office.
14. The Room Attendant will work very closely with the Room Butlers, the Floor Supervisors and the Executive Housekeeper.

This Job Description is not exhaustive of all job tasks, only a guideline. Task may be added or removed by the immediate supervisor according to the pressure of work.

19 JOB DESCRIPTION: ROOM ATTENDANT – EVENING →INDEX

19.1 GENERAL

Job Title: Room Attendant – Evening
Department: Housekeeping

Basic Function: Turndown service and late check out room cleaning.

Scope of Job: Provides turndown service and cleans rooms to Le Royal standards, as efficiently as possible.

Supervision Received From: Evening Floor Supervisor

Supervision Exercised Over: Not Applicable

Responsibility and Authority: Responsible for providing the turndown service and room cleaning so as to give the highest guest satisfaction.

Working Hours: 9 hours a day, 6 days a week

19.2 JOB SPECIFICATIONS

SPECIFICATION	ESSENTIAL	DESIRED
Knowledge & Skill: None		Awareness of cleanliness in rooms
Education, Training and Qualification: Elementary school		Previous experience as P.A. or Room Attendant.
Experience: None		Same as above
Personality: Outgoing, honest		Same
Physical Requirements: Physically fit		Same
Age: 20-40		24
Languages: English, local tongue		Depending on guest structure

19.3 KEY JOB TASKS: Room Attendant - Evening

1. Check in for duty on time, neat and in proper attire.
2. Collect the Room Attendants report, read carefully and remember the names and room numbers of the guests on your floors.
3. When meeting guests always address them by name.
4. Collect the Good Night Sweets, and proceed to the floor.
5. Prepare the supply basket and cleaning bucket in the service area.
6. Perform turn down service in all occupied guest rooms according to the training and set standards.
7. Check all rooms during turndown service for shoes that are to be polished.
8. Perform room cleaning for all DND rooms and late check-out rooms.
9. Report any maintenance faults in the guest rooms.
10. Be aware of the need for security of guests and their property, reporting to the Floor Supervisor any suspicious incidents.
11. Be alert to the fire and safety procedures and precautions.
12. Keep the guest corridors, service areas and guest lifts in clean condition.
13. Work closely with the Room Butlers, the Floor Supervisors and the Executive Floor Supervisors.

This Job Description is not exhaustive of all job tasks, only a guideline. Task may be added or removed by the immediate supervisor according to the pressure of work.

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20 TASK BREAKDOWN SHEETS →INDEX

20.1 TASK TITLE: Butler Service – Room Preparation for Guest Arrivals

WHAT	HOW	WHY
1. Check the Room Allocations.	Read through the Arrival List.	To prepare Welcome Trays For room preparation.
2. Call Room Service to arrange F&B amenities for all arrivals.	By telephoning Room Service. Give Room Service the time you want the F&B items in the room.	To ensure that all F&B amenities are in the room prior to the guest's arrival.
3. Check room one hour before scheduled arrival.	Ensure all amenities, including the F&B items are in place. Refill the Ice Bucket.	To ensure room is ready for guest's arrival. The guest has fresh ice.

20.2 TASK TITLE: Butler Service – Welcoming of Guest

WHAT	HOW	WHY
1. Check for new arrivals	Read through Guest Arrival List Write down arrival times	To become aware of arrival time To ensure correct service sequence.
2. Prepare Welcome Trays	Complete tray by: <ul style="list-style-type: none"> - Placing tray mat on tray - Put designer soaps in the basket with the labels facing you - Take cold towel from refrigerator and place on a plate on the tray - Collect Welcome drink(s) from Royal Club Bar - Decorate tray with a flower in the vase 	To cover tray So that the guest can read labels easily To refresh the guest and for service For service To make the tray presentable
3. Proceed to Guest Room and knock on door.	Carry tray to room, knock 3 times and announce "Butler Service"	For guest knowledge
4. When the guest answers the door	Introduce yourself by: <ul style="list-style-type: none"> - Welcome the guest to the ##### Executive Floor. - My name is "X" and I am your butler. I work daily from 00:00 to 00:00. 	To welcome the guest To introduce yourself
5. Present soaps to guest	Place tray onto coffee table, pick up basket and present to guest.	To let the guest make their choice.

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TASK TITLE: Butler Service – Welcoming Guest →index

WHAT	HOW	WHY
6. Explain the services offered	<p>"May I unpack your luggage?"</p> <p>"Will you have any Laundry or Dry Cleaning? Our laundry service is free of charge"</p> <p>"Please call me if you have any shoes that need polishing"</p> <p>"We offer a Morning Tea/Coffee service. What time would you like your wake up call?"</p> <p>Carry the basket with you.</p> <p>"Have a pleasant stay with us and please feel free to call on me for any assistance."</p>	<p>To inform the guest of service.</p> <p>To inform the guest of service.</p> <p>To inform the guest of service.</p> <p>So that it can be noted in the Butler Log Book.</p> <p>For refilling at the Service Area</p> <p>To make the guest feel comfortable.</p>

20.3 TASK TITLE: Turndown Service

WHAT	HOW	WHY
1. Check in-house and arrival lists	By reading	To ensure all occupied rooms are covered
2. Prepare: <ul style="list-style-type: none"> - Ice Buckets and Trays - Glasses - Mineral Water - Coasters 	<p>Fill ice buckets with ice</p> <p>Place glasses on tray</p> <p>Place mineral water on tray</p> <p>Place coasters on tray</p>	In order to complete turndown service
3. Call Executive Lounge Receptionist	By using the telephone	To check if there are any message to be delivered So that you only need enter the room once
4. Call Laundry	By using the telephone	To check that all guest's laundry has been delivered
5. Proceed with tray to allocated rooms	Carry the tray	To start turndown service
6. Knocking on the doors	Announce yourself "Butler Service"	In case the guest is in the room

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TASK TITLE: Turndown Service →[index](#)

WHAT	HOW	WHY
7. Enter room and perform turndown service	Replace existing ice bucket with fresh one. Place Mineral Water on bedside table Place glass upside down on coaster	Guest needs new ice. In case guest gets thirsty during the night. Prevents dust from getting in glass.
8. Collect shoes for shoe shine	Place in service area – mark room number on shoe sole with chalk.	Guest needs clean shoes.
9. Continue turn down service	As specified above.	To finish turn down.
10. Polish shoes in service area	Brush with hard brush. Put on thin layer of correct colour shoe polish. Let dry, polish with dry cloth.	To remove loose dirt. Brown polish for brown shoes, black polish for black shoes and neutral polish for other coloured shoes. To remove polish and leave leather shiny.
11. Return shoes to guest rooms	By carrying them to the room. Check the room number on the shoes matches.	Guest will have their own shoes back.

Note: Shoe shine service is to carried out whenever requested by the guest.

20.4 TASK TITLE: Maid Service – Turndown Service

WHAT	HOW	WHY
1. Prepare your supply basket	As shown in the picture	For easy service.
2. Prepare your cleaning bucket.	As shown in the picture	For easy service.
3. Check for occupied rooms.	Read through Guest In-House and Arrival lists.	For work allocation.
4. Knock on the door.	Knock 3 times and announce "Housekeeping Service".	To announce yourself.
5. Enter the room.	If the guest answers wish "Good evening, Sir/Madam, may I turn down your bed?"	Courtesy.

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TASK TITLE: Maid Service – Turndown Service → [index](#)

WHAT	HOW	WHY
6. Switch on desk and beside lamps.	Use the light switches.	To brighten the room.
7. Close all curtains.	Draw the curtains fully closed.	To prevent light entering the room.
8. Remove the bedspread and store in closet.	Fold bedspread into 2 and fold again into 3 folds.	So that bedspread doesn't crease.
9. Perform turndown, always nearest telephone.	Shake pillows and replace, shake duvet and fold back envelope style.	To allow guest to get into bed easier.
10. Place breakfast menu and good night amenity.	Place neatly on pillow.	To encourage guest to eat breakfast in the hotel.
11. Place one foot mat on front of the bed.	By unfolding and with logo facing you.	To enable guests to clean their feet before getting into bed.
12. Clean and tidy the room.	Empty and wash ashtrays, empty waste bins.	To keep the room clean for the guest.
13. Draw shower curtain.	Place inside bathtub.	Helps to dry the bottom and avoid fungus.
14. Place bath mat in front of bathtub.	By unfolding with logo facing you.	For guest convenience.
15. Clean and tidy bathroom.	Remove all used towels and amenities, replace with fresh supplies. Empty and clean waste bin.	For the guest to use in the morning.
16. Check room condition.	Look around the room, is everything satisfactory. Call Housekeeping office for any maintenance that is required.	To maintain room standards and provide guest satisfaction.

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