



Sr. Waiter/Butler – Luxury Residences:

The Loren at Pink Beach is looking to facilitate the role of Sr. Waiter/Butler to manage the day-to-day guest services of “The Residence”. An 11,000 sq. ft. beach front luxury property managed by the hotel. The Sr. Waiter/ Butler is a key element in a team of professionals striving to deliver a level of personalized service that exceeds not only the expectation of the guest but will add a point of difference from the service provided within the Loren Residence and Condo’s/Villas experience. The position of Sr. Waiter/Butler provides a very personal, detailed, seamless service to guests. A Sr. Waiter/Butler will take care of guests needs in a highly professional manner. This will be the point of contact between guests and the hotel/restaurant outlets, facilitating all requests to completion. From check-in to check-out, you will be responsible for all in-house arrangements for guests. All food and beverage ordering, delivery, dining set up, servicing and breakdown will also be the responsibility of this role. This senior role may also involve the assistance of delivering Housekeeping Services to the Residence/ Villa Guests as and when the Guests require it on an immediate basis. The Sr. Waiter/Butler maintains communication and works alongside the Food and Beverage Department and Front Office Department to facilitate all arrangements. Inventory management and following procedures as per the residence standards is key.

Applicant must have at least four (5) years’ relevant experience in a first-class / luxury establishment/luxury hotel property with proven superb customer service skills. Applicant should also have a minimal of 2 years’ experience in the capacity of Senior Butler for a large and ultra-luxury Residence/ Estate property. A solid understanding of a broad array of food & beverage services; wine & spirits; food handling and private function protocols is important to the success of this role. Applicants must possess an understanding of high-end clients and the nature of their requests and preferences, and international etiquettes across the board. Attention to detail, excellent organizational and problem-solving skills and time

management are paramount. Strong written and verbal communication skills are also essential. Fluency in English is required, a secondary language is an asset. A professional appearance and demeanor is required. Applicant must have prior experience working alongside high-net-worth individuals, celebrities, corporate clients, VIP guests and the like. Guest Confidentiality and discretion is paramount in this role. This position involves shift work including weekends, nights, and public holidays. The work hours for this role will be fully flexible to meet guest(s) requirements. Flexibility and willingness to do whatever is necessary to provide the desired level of service necessary. This role may be required to assist in F&B serving in the restaurant outlets when needed. Applicants must be in good physical conditions as standing for long periods of time and lifting are required.

You may apply directly for this vacancy by visiting The Loren at Pink Beach “Careers Website” at <https://thelorenhotel.bamboohr.com/jobs/>

Application Deadline is May 14th, 2021.