

**GOODWOOD**

**The Role**

The **Junior Butler** will be part of the **Hound Lodge team** and will report to the **Head Butler.**

**About us**

Goodwood is a quintessentially English estate, set in 12,000 acres of rolling West Sussex countryside. Rooted in our heritage, we deliver extraordinary and engaging experiences in modern and authentic ways. But what really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes Goodwood the unique place it is.

**Passionate People**

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Goodwood.  We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for Goodwood to be **‘the home of exceptional experiences’**.

**Our Values**

**The Real Thing Derring-Do Obsession for Perfection Sheer Love of Life**

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| Always inspired by Goodwood’s heritage | Daring to surprise and delight | Striving to do things *even* better | Sharing our infectious enthusiasm |

**Purpose of the role**

Under the guidance and support of the Head Butler, deliver the Hound Lodge guest journey from arrival to departure and lead by example amongst any additional supporting team. To support the Head Butler during stays, and deliver a professional and prestigious service to all clients and guests.

**Key responsibilities**

* To support the Head Butler during the build up to, and during guest stays, ensuring that additional staff are following correct procedures
* To ensure that the Food and Beverage areas are clean, tidy and presentable always
* To undertake cleaning duties where necessary and always ensure exceptional presentation of Hound Lodge
* Supporting the Head Butler with undertaking monthly stock takes of supplies and beverage and always ensuring adequate stock
* To meet and greet all guests and organise luggage and valet parking following procedure
* To provide an exceptional service to guests of all food and beverage including tea, dinner and breakfast
* To assist with service in The Kennels restaurant when necessary in line with procedures and standard of service
* To undertake overnight shifts when necessary at Hound Lodge independently delivering service in line with procedures
* To undertake additional duties as necessary to support the needs of The Kennels and Hound Lodge.

**Qualities you will possess**

* Passion for what you do
* Positive and friendly with a “can do attitude”
* Attention to detail
* Ability to prioritise, organise and multi-task
* Quick learner
* Take responsibility for yourself
* Confident to make decisions and to stand by them
* Strong customer service skills
* Excellent communicator
* A sense of fun!

**What do you need to be successful?**

* Confidence when dealing with people of all levels and backgrounds
* Excellent communication skills
* Exceptional customer service skills
* The ability to work under your own initiative as well as part of a team
* Highly organised with excellent attention to detail
* Immaculate personal presentation
* IT literate with a good knowledge of Microsoft Office packages
* Previous experience of working within the hospitality industry
* A full, valid driving licence is essential