

**GOODWOOD**

**The Role**

The **Trainee Butler** will be part of the Goodwood House Banqueting Team and report to the Head Butler.

**About us**

At Goodwood, we celebrate our 300 year history as a quintessentially English Estate, in modern and authentic ways delivering extraordinary and engaging experiences. Our setting, 12,000 acres of West Sussex countryside and our story both play significant roles in Goodwood’s success. What really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes us the unique, luxury brand we are.

**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 providing the “**world’s leading luxury experience.**”

**Our Values**

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

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| We employ meticulous attention to detail to create experiences, as they should be. We are honest and open. | We don't mind breaking the rules to create the best possible experiences. We will take tough decisions | It’s a team thing – everybody mucks in to make things happen. We're madly passionate about what we do | We want to make everyone feel special by loving what we do. |

**Purpose of the role**

Under the guidance of the Head Butler, to learn and put into practice all aspects of banqueting from cleaning and polishing, through to service and presentation. To support the Butlers at House Events, delivering a professional and prestigious service to all clients and guests.

**Key responsibilities**

* **To support the Butlers during the build up to, and on events, ensuring that casual staff are following correct procedures.**
* **To ensure that the Food & Beverage areas are clean, tidy and presentable at all times.**
* **To undertake cleaning duties, manage the laundry stock and the cellar store.**
* **To meet and greet all members and guests to Goodwood House.**
* **To assist with Goodwood House open days.**
* **To provide a Butler service at hospitality events at other venues on the Estate.**
* **To provide an exceptional Butler service to the Private Side when required.**

**Qualities you will possess**

* Passion for what you do
* Positive and friendly with a “can do attitude”
* Attention to detail
* Ability to prioritise and organise
* Proactive
* Take responsibility for yourself
* Confident to make decisions and to stand by them
* Good negotiation and influencing 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 on own initiative as well as part of a team.
* Highly organised, with excellent attention to detail.
* Immaculate personal presentation.
* I.T. literate with a good knowledge of Microsoft Office packages.
* Previous experience of working within the hospitality industry.
* A driver’s licence and transport are essential for this role.

Each role is assigned a level against our expected behaviour. Your role levels are set out below.

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| **BEHAVIOUR** | **LEVEL** |
| Think Customer | 1 |
| Communication & Trust | 1 |
| Taking Personal Responsibility | 1 |
| Encouraging Excellence & Commercial Success | 1 |
| Working Together | 1 |