



# GOODWOOD

## The Role

The **Hound Lodge Butler** will be part of Hound Lodge team reporting to the Hound Lodge 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

Always inspired by Goodwood's heritage

### Derring-Do

Daring to surprise and delight

### Obsession for Perfection

Striving to do things *even* better

### Sheer Love of Life

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 exceeding guest's expectations. To support the Head Butler and Hound Lodge team during stays, and deliver a prestigious service following the Hound Lodge standards and procedures at all times.

## Key responsibilities

- To support the Head Butler during the build up to and during guest stays.
- To deliver exceptional customer service to all guests of Hound Lodge under the guidance of the Head Butler.
- To undertake cleaning duties where necessary and ensure exceptional presentation of Hound Lodge at all times.
- To ensure appropriate stock management at all times.
- To provide an exceptional service to guests of food and beverage including tea, dinner and breakfast.

- To undertake over night shifts when necessary at Hound Lodge, independently delivering service in line with procedure.
- To undertake additional duties as necessary to support the needs of The Kennels and Hound Lodge.
- To assist at The Kennels if necessary when Hound Lodge is not occupied.

<b>Qualities you will possess</b>
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| <ul style="list-style-type: none"> <li>• Passion for what you do</li> <li>• Positive and friendly with a “can do attitude”</li> <li>• Attention to detail</li> <li>• Ability to prioritise and organise</li> <li>• Proactive</li> </ul> | <ul style="list-style-type: none"> <li>• Take responsibility for yourself</li> <li>• Confident to make decisions and to stand by them</li> <li>• Excellent communicator</li> <li>• A sense of fun!</li> </ul> |
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<b>What do you need to be successful?</b>
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- Confidence when dealing with people of all levels and backgrounds
- Excellent communication skills
- Exceptional customer service skills
- The ability to work on your 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 drivers 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.

BEHAVIOUR	LEVEL
Think Customer	2
Communication & Trust	2
Taking Personal Responsibility	1
Encouraging Excellence & Commercial Success	1
Working Together	2