

Grand Master



Objective of the Service

Butler service at the Grand Hotel needs to be a signature for the iconic luxury brand, having a legacy of 127 years. Our butlers should act like trusted personal assistants. Our butler team should play a huge part in the guest's arrival experience and should always want to make sure their first impression of our hotel is memorable.

Outline of the Service

From welcoming the guests and showing them all aspects of their room, our team should speak to the guest about their visit to find opportunities to make their stay memorable. They need to be passionate about finding ways to connect with each and every guest to showcase our personalized service."

Our Butler service should extend to offer pre-arrival butler forms for guests to fill out, ensuring that the butler is prepared for any special requests such as dietary restrictions, babysitting needs, or special occasions. The Butlers need to be mindful about Guests needs even before they request for such as pack snacks and drinks for guests to take on excursions and pre-decorate dining tables for anniversary or birthday celebrations.

In short, our hotel butlers need to be highly trained and professional staff members who pride themselves on providing the best service to the guests. Butlers at Grand Hotel should make the guests feel comfortable and make them feel like you are at home. We need to take away any worries or stress that can come with traveling and make your stay relaxing.

Department - Housekeeping

Grand Historian



Objective of the Service

The legacy of Grand Hotel which dates back to 127 years contains cherished memories of some of the world renowned persons who have visited this Colonial heritage. However, with time, these memoirs have been long forgotten and not being kept tracked of. Over the decades, there are many guests who patronize the hotel to relive the memories of yesteryears either they have cherished at Grand Hotel or for some, their parents, grandparents etc. Some do visit the hotel with the passion of getting information about what transpired in this world famous colonial property etc. With this focus in mind, the services of Mr. P G Weerasinghe, the one and only longest serving employee counting more than 50 years in employment only at the Grand Hotel was secured.

Outline of the Service

The Grand Historian would take guests on conducted tour of the Hotel, showing significant places of interest, and exact places where key personalities dined and wined, as well as relive some of the historical events that took place in the hotel which is registered in his mind. Being conversant in the language of English, Mr. P G Weerasinghe takes upon himself the responsibility to be the living legend of Grand Hotel

Department – Front Office

In Room Butler



Objective of the Service

With the designations of almost all professions changing in order to provide a more dignified outlook, the Grand Hotel embarked on the task of changing the job title of “Room Boy” to “In-Room Butler”, thereby enhancing their societal acceptance whilst providing them a more challenging work entailment

Outline of the Service

Whilst performing the routine duties in cleaning and servicing of guest rooms and baths under supervision of housekeeping supervisor, the In Room Butler should promote a positive image of the property to guests and must be pleasant, honest, friendly and should also able to address guest requests and problems.

Our In-room Butlers should maintain complete knowledge of and comply with all housekeeping departmental policies/service and also the hotel's procedures/standards. Additionally, maintain complete knowledge of correct maintenance and use of equipment.

Department - Housekeeping

Instagram Butler



Objective of the Service

The pressures of modern travel are too numerous to count, but surely outranking them all is the necessity to maintain a pristine Instagram feed. Hence the 'Instagram Butler', will be a new and apparently unique service by The Grand dedicated to give guests the edge when it comes to

capturing those picture-perfect moments - and making everybody back home green with envy in the process.

The guests should be made to feel “Leave your selfie stick behind” and the Grand “Instagram butlers” will do unimaginable captures.

Outline of the Service

They should help guests figure out how to get the best possible Instagram photos. The “butlers” should be able to spot, frame the shot, add visual props and take the photo for the Guests. The "butlers" must be knowledgeable members of staff who show guests the most photogenic spots, guiding them around ‘Insta Trails’ on itineraries that feature the top places to snap Instaworthy images, such as restaurants and garden.

The Instagram Butlers from the guest services team should conduct the “Insta trail on request”

The butlers should be able to clue guests in on which location in the garden is best when the sky lights up with color, what restaurant tables have the best views “Insta trail” should include at least eight spots.

We should be able to bear in mind that some guests search for beautiful landscapes to highlight on their personal feeds, and we need to lend a helping hand. Many people enjoy recreating photos they’ve seen on their feeds, and the butlers can help people looking for a more original angle. Snapping photos is in a hotel’s best interest, too, since social media posts serve as modern-day marketing for a property.

The staff should be educated that “Instagram butler” is certainly not a vacation necessity, then again, neither is room service. Or endless breakfast buffets full of eggs and pastries, or freshly washed sheets each night. It’s yet another smart amenity that puts travelers in vacation-mode.

Department – Front Office

Fragrance Butler



Objective of the Service

Committed to creating luxurious travel experiences through exceptional personalized services every step of the way, Grand Hotel intends launching yet another unique service in the event, the guests have forgotten their perfume. It will be the Fragrance Butler service. The Guests will have gratis access to a dedicated 24-hour Fragrance Butler.

Outline of the Service

Within five minutes of receiving a call to the Butler to request the service, a fragrance butler should arrive at a room, carrying a silver tray of perfumes and colognes. Guests spritz themselves with a scent from the fragrance menu. There is no limit to the number of times that the fragrance butler can be summoned.

Through this unique amenity, guests can borrow from a selection of the finest perfumes and colognes. From the moment they check in, guests can ring the Fragrance Butler at any time, and the butler will appear at their door, carrying a silver tray with six luxurious fragrances (three ladies and three gents') for guests' use. After selecting the fragrance of their choice, guests will mist themselves and the Fragrance Butler will disappear with the tray until he or she is rung again.

Department - Housekeeping

Car Wash Butler

Objective of the Service

Keeping in mind the eco friendly concept, and offering an unique service to our repeated clients, especially the Sri Lankan guests, it is intended provide the services of a Car Wash Butler at no extra cost.

Outline of the Service

Grand Hotel would offer this service at the discretion of the Guests to wash their vehicles with utmost care, whilst using the best practices in order to save on the use of water and chemical. If the guests prefer, the vehicle could be sprayed with Air Freshners. Fragrances on offer would be sweet orange, lavender, green apple or vanilla.

Department - Security

Sunglass butlers



Objective of the Service

There's nothing worse than getting misty dirt, sun cream etc on the lenses when a guest is relaxing on the poolside, or just returned after a stroll to the town or a nature trail. We need to give the message to the Guests that "We hear you".

Outline of the Service

Our dedicated sunglass butlers should pop over and give the sunglasses a polish, so that the Guests do not have to do it himself or herself. All the Sunglass Butlers should undergo training on the proper care to be adopted when engaging in the cleaning of the Sunglasses.

Department - Housekeeping





Personal Wellness Chef

Objective of the Service

Cooking is therapy for mind and body – an art form for many. Food connects us to our roots, our community, the earth element and provides a means to witness the miracle of growth. Eating is nourishing, our natural medicine and by all means – DELICIOUS. Healthy, flavourful dishes that meet a wide variety of personal tastes and dietary needs is what the service should be offered to the Guests through the Personal Wellness Chef.

Outline of the Service

Our Culinary Concierge should be able to provide tailor-made culinary experience for guests with special dietary needs! At the time of check-in, these requirements should be inquired into and recommend the service, Grand Hotel has on offer. The message should be communicated through the In-room Butler or the Grand Master to the Culinary Butler /Dietary Chef.

Department - Kitchen

On Call Private Chef

Objective of the Service

With the world getting complex, people changing their meal patterns, Grand Hotel needs to think ahead and provide our Guests with a unique service in terms of providing meals to those guests who look for unique gourmet experiences when they travel and also have dietary requirements or food allergies. The On Call Private Chef would prepare fresh, nutritious meals on the requirement of the guest.

Outline of the Service

The On Call Private chef would prepare foods to suit each family's taste. He should be experienced with a variety of cuisines, including Italian, French, Thai, Japanese, Chinese, Mexican and can prepare foods according to the dietary requirements, such as vegetarian, vegan, kosher, macrobiotic, gluten-free, low-fat, low-sodium, diabetic, and for sports nutrition.

Our On Call Private chefs will prepare lunch and dinner for the Guests. They can also prepare extra meals and snacks.

The On Call private chef's duties go well beyond menu planning and cooking. We will in time have them engaging in the Cook with chef program as well so that they do a tour to the farm to pick the vegetables, herbs of choice and also select the appropriate wine pairings.

Department - Kitchen

Detox Butler

Objective of the Service

Health and well-being is the trend toward maintaining longevity of life. Many people have been focused on what's going into their bodies, and now people are recognizing that what goes *on* their body is also being ingested *into* their body through the skin, which is our largest organ, hence more and more people have got into the habit of water therapy.



Outline of the Service

Our Detox Butler would be available during the breakfast buffet with three varieties of detox water consisting of seasonal fruits mixed with water to be served to the guests on their requirement. It would be refreshing and rejuvenating experience for guests who have had a late night of partying etc

Department – Food and Beverage

Tea Sommelier

Objective of the Service

Nuwara Eliya being synonymous of producing some of the worlds' best brands of Tea, and Grand Hotel being perched at the pinnacle of this salubrious clime, our endeavor is to provide every guest patronizing the Hotel with an unmatched taste of our pride. Hence our Tea Sommelier should be well versed from black to green to oolong. Each major tea category has countless sub-varieties and a tea sommelier needs to know what's what. They need to learn the key differences between different varietals, where in the world they're produced, and how each type is traditionally served.



Outline of the Service

Starting from the art of cupping which is more than brewing and drinking tea, Sommeliers need to know how to prepare tea properly – something that differs depending on the type and includes special equipment and controlled variables. Our sommelier should be familiar with what makes a given cup of tea tick, they need to acquire knowledge to help people choose a tea that works best with certain foods. As with wine, tea can enhance the flavour of a meal. Tea sommeliers may also learn how to cook with tea or increasingly how to use tea to prepare cocktails.

Department – Food and Beverage



Croissant Butler at the Breakfast Buffet



Objective of the Service

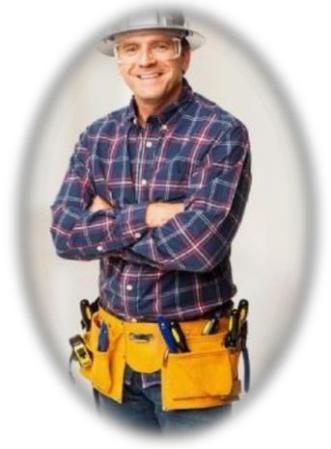
Being a stand along property, Grand Hotel should always be the first to initiate a novel service, which enhances the experience of the guests at our hotel. The Croissant Butler at the Breakfast buffet would add more sparkle to the already vibrant breakfast

Outline of the service

Instead of the croissant being available on the buffet counter, a female butler with an apron stating “Freshly Baked Croissants” would go around the Restaurant serving it to the table. This would be unique. The butler should be observant vigilant and be able to spot the guests who would love to have a freshly baked Croissant served to the table instead of going upto the buffet counter and picking one up. The assigned staff member should be available from the start of the buffet until closure of the buffet or from when the first guest walks into the restaurant and until the last guests walks out of the restaurant. We need to work on a theme such as “Our croissant butler proudly brings you the best croissants in Nuwara Eliya! Come and try them every morning at Barnes Restaurant”

Department - Kitchen

Maintenance Handyman



Objective of the Service

The Maintenance Handyman will be deployed by the Maintenance Department who would be a person skilled at a wide range of repairs, typically around the Guest Rooms. These tasks include trade skills, repair work, maintenance work, both interior and exterior, and are sometimes described as "side work", "odd jobs" or "fix-up tasks". Specifically, these jobs could be light plumbing jobs such as fixing a leaky toilet or light electric jobs such as changing a light fixture.

Outline of the Service

The Maintenance Handyman would be conducting an inspection of rooms on a daily basis with his set of tools and equipment and attend to any repairs required in the Guest rooms. He should be on call any time of the day to attend to any repair in Guest Rooms.

Department – Maintenance

Laundry Valet



Objective of the Service

Every unique service that Grand Hotel offers to make the experience of Guests memorable is yet another feather on the cap, in our pursuit of reaching unmatched service quality

Outline of the Service

Our laundry valet should be responsible to ensure that all laundry services for the hotels guests is done as per the standard policies and is met on time. Also responsible for laundry collection from guest rooms, dry-cleaning, washing, drying, pressing and folding of guest's laundry along with other hotel linen. Going that extra mile, the Laundry Valet should provide a pressed suit if required etc even fixing a button, alteration if required.

Additionally properly tags Guest items and then sorts for appropriate action like Washing, dry cleaning, stain removal, pressing or send for repairing to the hotel tailor.

Department – Housekeeping

Green Butler

Objective of the Service

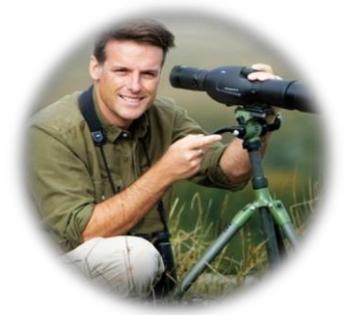
With Nuwara Eliya being blessed with a salubrious climate, and surrounded by cascading waterfalls, mountains, terrains of different elevations, endemic flora and fauna, there is undoubtedly more to it which is undiscovered too. The trend of the present day tourists is more driven to take a vacation with a purpose and topping this list, is the ardent desire to visit nature in different parts of the world.

Outline of the Service

Our Nature Ambassadors should be able to lead programs for kids, youth, adults, families, and group activities, such as mountain hiking, bird watching, bicycle riding, terrestrial tours, air recreational activities such as air rifle shooting, introduce sustainable living lessons etc. Explain and promote the rules and regulations of the recreation facility intended for the safety and welfare of guests and members. Demonstrate knowledge of local and cultural heritage. Prepare for each activity, ensuring that the co-naturalist or attendant is also prepared with any necessary materials, and guiding the group at all times. Ensure preparedness of program with any necessary materials and confidence in guiding the group at all times. Develop information with regard to natural environmental issues such as forests, plants etc that help people understand the importance of nature conservation. Provide customer service and information on environment to all interested in knowing more information. Create interest in listeners about the preservation of nature and its various elements. Prepare presentations on environmental protection and showcase to clients on behalf of the hotel. Plan and conduct nature-related programs from time to time.

Department – Front Office

Energizer Butler



Objective of the Service

The majority of guests today are self-sufficient, tech-savvy travelers who are comfortable using apps or mobile websites. Especially now a days traveler do not travel sans their chargers power banks etc and in the event they forget to do, we need to make sure that we have such apparatus ready which are up-to-date and user-friendly.

Outline of the Service

Our concept should be to assure our Guests that “You'll never lose power mid-Instagram again thanks to the Energizer Butler, who will deliver extra juice to your mobile devices, whether you're on or off hotel grounds. Our Butler should be armed with Fidus Power Bank wireless chargers, which work with iPhones, Androids, tablets, and music players. The service would be complimentary; if the Guests have forgotten their own charger at home, they can continue to use the hotels’ while staying there to make sure the guests stay powered up at all times. Department – Front Office

Serenity Butler



Objective of the Service

With the launch of the Mindfulness Studio which would be a complete mind, body and soul relaxing vicinity consisting of a dip in the temperature controlled swimming pool, the gymnasium, yoga and breathing sessions complemented with the Spa and Sauna, the guests needs to be taken through this mesmerizing and soothing experience. The role of the Serenity Butler would play a key role in delivering this experience.

Outline of the Service

Our Serenity Butlery should be dedicated to bringing physical, mental and spiritual wellness to the guests, whether it's providing one-on-one yoga instruction to travelers who want to explore tranquility in this beautiful garden city or meditation tips. The Serenity Butler needs to create curated relaxation atmosphere and help with getting customized aromatherapy (including ones that help with sleep issues, for example) organized for the Guests. Serenity butler is dedicated to making every moment enjoyable. The butler should make the guests feel “Prepare to be pampered”.

Flower Butler

Objective of the Service

Grand Hotel is one of the Hotels having a beautiful landscaped and manicured garden, with 162 varieties of Flowers, other foliage and more than trees grown in an extent of nearly 4 acres. Our Garden is the jewel in the crown. Our Flower Butler should be well versed with the Garden.

Outline of the Service

A trained Garden member should be able to take the guests on a conducted tour of the Hotel explaining to them the different flora and foliage in the garden, its seasonal patterns etc. As we would be having a designated flower for a month, the Flower Butler could detail out more about that particular flower during the corresponding month.

Department – Garden

Empathy Butler

Objective of the Service

Understanding people, or the ability to share feelings with them, is what we call empathy. And a group using empathy in its communications with each other will create stronger connections between themselves. Stronger connections lead to better performance. And as a side benefit, using empathy within a group often creates an environment where empathy is naturally used for communications or interactions with people *outside the group as well*. And this is just like a little waterfall of goodness.

Empathy starts inside the organization, and it usually starts with the leader. What the leader does, the organization will often adopt as well. As Drucker explains it, “To lead, one must follow because it is only from the viewpoint of the follower that we can reflect on the basis of followship, which when turned around becomes the essence of leadership.” The role of the Empathy Butler is to make this connection ignite. Empathy can improve job performance, satisfaction, and wellbeing. Cultivating an empathetic organization promotes what’s called organizational citizenship behavior – commonly referred to as “going above and beyond.”

Outline of the Service

The Empathy Butler would have to more frequently interact with the staff especially during their meal times, sit with them, discuss any impending issues, and be able to sense any feeling of uneasiness that could be building among the staff. He should create a sense of Curiosity, which is the key to fulfillment in life. It’s also key to developing empathy. When we’re curious about other people’s lives – their situations, ambitions, struggles, and dreams – we savor the possibilities that come with learning more. And as we develop the habit of learning more, our capacity for empathy increases for those we haven’t even met yet.

Department – Human Resources

Concierge Butler

Objective of the Service

Doormen create a welcoming environment for hotel guests and facilitate their arrival or departure. This includes opening doors, valet parking, greeting guests and carrying their bags into the hotel. Beyond their basic duties, doormen are expected to assist guests by giving directions and providing important information about the hotel. Hotel doormen stationed near the entrance also need to keep an eye out for suspicious activity.

Outline of the Service

As a Concierge and being the first frontline staff that interacts with the guest on his/her arrival it is vital that each guest is greeted with a heartwarming welcome. The Concierge can make or break an impression. When the guests arrive, the doorman has to open the door of the car and assist with carrying the luggage. Besides acting as traffic controller to ensure that there is no congestion on the porch outside of the hotel. It is really not as simple as opening and closing doors, like most of us would have thought so. Apart from the duties like carrying the countless luggage, our Concierge should be able to assist every guest to the hotel lobby when the Guest Relation Officers are occupied with other guests. They should have general knowledge of the property as it is very essential because guests will always ask them for recommendations on where to go, as well as direction to a particular place. They need to be our mini encyclopedia and guidebook, so that is quite a bit of challenge on top of their primary responsibility.

Department : Front Office

Farm Butler

Objective of the Service

With the revamping and beautification of our 06 acre farm consisting of vegetation, floriculture, animal husbandry, we need to provide an experience to the guests who love nature, exploration and hands on touch with nature. The present day traveler, especially the Millennials, travel with a purpose

Outline of the Service

Our aim is to provide the guests who visits the Farm to get a first hand experience especially with the different varieties of vegetation including herbs, organic produce etc. The Farm Butler should be in a position to converse with the guests about the crops, patterns, weather etc, whilst assisting the guests to pick the correct type of vegetables, leaves and herbs for their Cook with Chef program.

Farewell Butler

Objective of the Service

The lasting memories of any guests to a hotel are their arrival and departure experience. Hence in order to create a nostalgic memory about the hotel with positive vibes, the Send off should be as good or more than the arrival experience. In most cases the final contact point is the Front Office Cashier who will be assisting with the settlement of bills etc. Hence the Front Office Cashier to be designated as the Adieu Butler

Outline of the Service

The Farewell Butler should be able to converse with the guest and assist with the smooth settlement of bills, get their contact details or email addresses and bid a safe farewell. He should provide some chocolates on departure etc.