HEAD BUTLER, SINGAPORE

An opportunity to inspire people and shape exceptional guest experiences

Aspire Globally is conducting a confidential search on behalf of a prestigious five-star property in Singapore for an exceptional Head Butler.

This is a senior guest-facing leadership appointment for an accomplished luxury hotel professional who understands how to make service feel personal. It offers the opportunity to lead and develop an established Butler team, strengthen its service culture and influence the future direction of the guest experience.

We seek a modern Butler leader who combines traditional values of discretion, professionalism and attention to detail with emotional intelligence, cultural awareness and natural warmth. Someone who helps their team understand guests as individuals and turn that understanding into thoughtful, intuitive service.

The Position

As Head Butler, you will lead the daily Butler operation, taking responsibility for service standards, team development and the delivery of seamless, individually tailored guest experiences.

You will be a visible and approachable leader, building relationships with guests whilst giving your team the guidance and confidence to take ownership of their service. Through your example, coaching and judgement, you will encourage a culture in which anticipation grows from observation, genuine interest and an understanding of each guest's preferences.

Working closely with colleagues across the property, you will ensure that the Butler experience feels consistent and connected throughout every stay.

Key Responsibilities

- Lead the day-to-day Butler operation, maintaining exceptional service, presentation and professional standards.
- Coach, mentor and develop the team through practical training, observation and constructive feedback.
- Encourage Butlers to understand guest preferences, personalities and individual needs, translating this knowledge into personalised service.

- Build trusted relationships with VIPs, international travellers and returning guests.
- Work closely with Front Office, Concierge, Housekeeping and Food & Beverage to coordinate a seamless guest experience.
- Lead effective daily briefings and ensure relevant guest information is communicated accurately and discreetly.
- Personally support complex requests, VIP arrangements and service recovery, demonstrating sound judgement and ownership.
- Identify thoughtful opportunities to exceed expectations and create memorable moments.
- Continuously develop the Butler service to reflect the changing expectations of modern luxury guests.

The Person We Are Looking For

You will bring proven leadership experience within a **comparable five-star luxury hotel or resort**, ideally in Butler, Guest Relations, Guest Experience or Front Office operations.

Your background should demonstrate an understanding of sophisticated international guests and the operational discipline required to deliver consistently exceptional service.

We are looking for someone whose presence reassures guests and inspires colleagues. You will know when to engage, when to anticipate and when to give a guest space, adapting your approach with confidence and discretion.

The successful candidate will demonstrate:

- A strong record of delivering highly personalised service within luxury hotels or resorts.
- Exceptional interpersonal and communication skills.
- Natural warmth, confidence and professional presence.
- Strong emotional intelligence and sensitivity to cultural differences.
- The ability to lead, motivate and develop a multicultural team.
- An instinctive understanding of guest expectations, supported by careful observation and attention to detail.
- Discretion, impeccable personal standards and respect for guest privacy.
- The confidence to make decisions, resolve challenges and take responsibility for the guest experience.
- A genuine commitment to helping others develop and succeed.

Experience That Will Strengthen Your Application

- Previous experience as a Head Butler, Butler Manager or senior Butler leader.
- International five-star hotel or resort experience, particularly serving VIP and ultra-high-net-worth guests.
- Familiarity with Forbes, LQA or equivalent luxury service standards.
- Experience developing or modernising a Butler service operation.
- Experience working across cultures in leading international luxury destinations.
- Formal Butler training or recognised luxury hospitality qualifications.

What This Opportunity Offers

The position offers a competitive international remuneration package and attractive employee benefits, alongside career development within luxury hospitality.

You will join an international and multicultural working environment, with the opportunity to develop an established Butler team and make a meaningful contribution to the property's service culture.

For a leader who enjoys developing people and creating exceptional guest experiences, this is an opportunity to bring your ideas, experience and service philosophy into a role where they can make a lasting difference.

How to Apply

If this opportunity reflects your experience and ambitions, we would welcome hearing from you.

Please email your CV and a brief introduction outlining your luxury hotel background, leadership experience and approach to personalised Butler service to **recruit@aspireglobally.com**, quoting **Head Butler, Singapore** in the subject line.

To discuss the opportunity confidentially, contact Wayne Fitzharris at **Wayne@aspireglobally.com**.

www.aspireglobally.com