



MAIA

LUXURY RESORT & SPA | MAHÉ | SEYCHELLES

MAIA BUTLER SERVICE

- MAIA has a philosophy of “Whatever, Wherever, Whenever”. Our Butlers are specially chosen for their passion and desire to deliver the best possible experience. They embody the spirit of MAIA and take delight in ensuring that their guests discover the serenity and beauty of this magical destination.
- Our Butlers live by the credo of delivering personalized and consistent service, and take a genuine interest in building a relationship with their guests and pre-empting their every need and preference.
- MAIA is a place of sensory discovery and reawakening our “5 senses” – using touch, smell, taste, sight and sound to create the unexpected. Our Butlers set great store in providing a unique experience for each guest to indulge both body and mind.
- Intuitive service and privacy are key to meeting guest expectations, which is why our Butlers are specially trained to anticipate every need, without ever intruding on guest privacy and the desire for peace and harmony.

Our Butlers receive daily briefings to come up with unique ideas/surprises specifically tailored to each guest’s preferences.

- This process starts at reservation stage; where we try to initiate contact and find out about our guest’s preferences, thus ensuring that their villa is prepared accordingly to their personal needs and desires.
- Prior to arrival, a guest history is captured, allowing us to match the right Butler to the guest. Guest preferences are noted, whether they prefer female, or male Butlers, require babysitting, or a special language, and we then do our utmost to accommodate these preferences.
- Should we have return guests, who request the same Butler, we do our utmost to accommodate these requests. These Butlers have an extensive knowledge of their guests’ preferences, the activities they enjoy, their dietary requirements, their preferred food tastes, their favourite wines – even down to the smallest details, from the time they enjoyed their meals to their preferred locations, the list is endless. Repeat guests are made to feel a sense of ‘coming home’, but we also like to surprise them with the introduction of new experiences and treats along the way.



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- Butlers are briefed and encouraged to use their initiative, training, passion and experience to delight their guests from the moment they arrive at MAIA, and to provide a warm welcome at their villa gate. Listening is an art and our butlers pay close attention to picking up on guest desires and expectations, as well as what they wish to experience while in the Seychelles.
- Special occasions are cause for celebration and whether a honeymoon, birthday, anniversary, or just a well deserved break away from everyday life, our butlers will make sure that they “WOW” their guests, in small, unique, intimate ways.

What differentiates our butlers from those at any other hotel?

- Our Intuitive Personalized Butler Service.
- Our Butlers take care of their guests from the moment of arrival at their villa, and perform all required services - food & beverage delivery within the villa, immaculate housekeeping on a daily basis at any time of day, turndown at night, and arranging all guests activities with the assistance of our Guest Relations team. Some guests prefer the seclusion and intimacy of their villa, and never wander out, relying on their personal butler to provide and care for them throughout their stay.
- Our MAIA Signature Villa Butlers, also prepare breakfast among other dishes for their guests in the villa... omelette of choice, or maybe a crepe suzette, or pancakes for the little ones with chocolate and/or fresh berry sauces. Preparing BBQ's in their villa, or a special dinner, serving a whole salted red snapper or a local bat curry.

Whatever the desire, our Butlers do everything they can to exceed guest expectations, from a private candlelit dinner on the beach or a massage treatment or preparing a rose petal bath with champagne and canapés as the sun sets over the Indian ocean, nothing is too much trouble to create perfect memories.