

MASTER OF MODERN HOSPITALITY AND BUTLER SERVICE TRAINING EXCELLENCE: MASTER – II MONDAY, 1ST– FRIDAY, 5TH NOVEMBER 2027

In partnership with Nai Lert Butler Academy, Gary Williams, Principal of The British Butler Institute, brings his unrivaled expertise in luxury service to the 5-day Master of Modern Hospitality and Butler Service Training Excellence: Master - II

This specially curated 5-day program is designed to equip butlers and front-of-house service professionals with the essential skills to meet the diverse demands of today's dynamic lifestyle. Through a blend of theory and practical training, participants will master anticipating customer needs, personalize services, and effectively solve challenges to deliver exceptional service.

PROGRAM CURRICULUM

DAY 1	DAY 2	DAY 3	DAY 4	DAY 5
<ul style="list-style-type: none"> • Line up and personal presentation • Corporate and attire • Personality, behavior and service mindset in ultra luxury world • Understanding VIP and celebrity expectation • Dealing with challenging guests • Change your morning, change your life 	<ul style="list-style-type: none"> • Finer points for chauffeuring • Body language and facial expression • Interact successfully with clients • Guest and requests handling (Intoxicated / Confidential / Flirting / Stealing / Unavailable items requested) • How to organize a picnic and beach experiences 	<ul style="list-style-type: none"> • Dining Etiquette (International and Thai Standard) • 4-course lunch dining experience with coach • How to make a late guest feel welcome • Synchronized service 	<ul style="list-style-type: none"> • Villa butler, the Owner's manual • Pool and spa service • Fitness service • Household inventory • Moving a family to a new residence 	<ul style="list-style-type: none"> • Menu presentation and upselling technique • Cigar service • Caviar service • Crumbing down • Fruit service

**TRAINING VALUE: 62,000 THB PER PERSON
(INCLUSIVE OF VAT, LUNCH AND COFFEE BREAKS)**