

MASTER OF MODERN HOSPITALITY AND BUTLER SERVICE TRAINING EXCELLENCE: MASTER – I MONDAY, 26TH – FRIDAY, 30TH APRIL 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 - I

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. • What a professional should always carry with him/her. • Anticipation and consistency. • Listen and action. • Concierge professional excellence. • Detailing in hospitality. 	<ul style="list-style-type: none"> • The language of professional. • How to present small objects deportment with trays/hand and arm presentation positions. • Rooming area orientation and checklist. • Door-knocking protocol. • Wake-up service. 	<ul style="list-style-type: none"> • Jacket presentation. • Meet and greet, departure excellence. • Shoes care. (Practical) • Packing/unpacking suitcase. (Practical) 	<ul style="list-style-type: none"> • How to make a simple and perfect flower bouquet. (Practical) • In-room welcome amenities. • Towel & gown folding and presentation. (Practical) • Turn down excellence, turnaround, turnover service. • Napkin folding and presentation. (Practical) 	<ul style="list-style-type: none"> • Champagne & Wine presentation. (Practical) • Formal & Semi-formal table setting. (Practical) • English afternoon tea. (Practical) • Tray set up and presentation. (Practical) • The 20 steps to unlimited confidence.

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