

7 Day Royal Butler Service Essentials Training Program and Professional Housekeeping Training.

5 Day Royal Butler / Front of House Service Essentials Training Program.

In today's economy, service has become a core competitive advantage.

Interaction with clients is about exceeding expectations, delighting and surprising!

The British Butler Institute have developed a Royal Butler Service Essentials Training Program and we will train your staff to reach the highest level of service to match your client's very high expectations.

The Institute's ethos is to deliver services that surpass the expectations of its clients and students worldwide. Thus the institute is quality driven to ensure excellence focusing on consistency / anticipation and attention to details when delivering all training modules.

Our methodology:

- Ascertaining client needs and expectations.
- Designing training methodologies to match these needs and expectations.
- Assigning the appropriate training experts for the assignment.
- Creating customised training material.
- Training for immediate implementation.

Course Design:

Expert training will include hands-on demonstrations on the specific skills sets needed to improve staff service levels. Each subject will be discussed, demonstrated, and role-played by all candidates - then immediately implemented in the "real" environment.

Training curriculum Butler / Front of House Professional

5 Days

Day 1:

The professional.

What makes the consummate professional?

What the professional carries on his or her person and the art of "The delivery of a pen".

Personal presentation.

A head to toe look at essentials of personal presentation according to your set standards.

What makes the best front of house professionals in the world?

Teaching skills on how to be the very best in the world of hospitality.

Enter the VVIP World

A lesson to open the mind to the lifestyles and expectations of the wealthy and super wealthy.

Understanding the nature of self-confidence

Self-confidence is an unseen quality that is a more accurate yard stick of human performance and happiness. We examine this subject and look at both self-confidence and esteem.



Polished language skills

We teach the use of a range of simple yet effective vocabulary. For example, instead of ending a sentence with the "cost" of a service, the professional should use the word "value" and reiterate its inherent qualities. "The value of this experience is £."

Client profiling to deliver outstanding service every time.

One of the most important tools to anticipate our clients' needs is our teachings on the "client profiling".

Day 2:

Packing and unpacking suitcases.

A detailed module on the full complement of skills needed to pack and unpack suitcases.

Body Language.

Review of body language, facial expressions, verbal expressions, how to stand, how to move, how to present items, carry a tray and door knocking protocol.



Cleaning and polishing shoes.

Step by step guide to the care of all shoe types and then the final presentation of the shoe.

Eye for detail and delivering on the small details.

Developing an eye for detail to bolster customer service quality. Training includes the room check list.

Anticipation and consistency techniques and successful fulfilling of consumer requests.

A front of house professional should have a check list of techniques to anticipate any consumer request, and the skills to deliver at a consistently high level.

Day 3:

High tea:

English afternoon tea / High tea history / Setup and delivery.



Meet and greet, departures essentials.

A detailed service standard protocol for the meet and greet and departure of the guest.

Acting upon nuances of client requirements.

Listening to clients and picking up nuances of client requirements and delivering service focusing on "the little details" which make for an unforgettable client experience.

How to deal with a prying guest.

A range of language skills to deal effectively with clients who want confidential information.

How to deal with a difficult guest.

A 5-step guide to effectively dealing with a difficult guest.



Body Language.

Review of body language, facial expressions, verbal expressions, how to stand, how to move, how to present items, carry a tray, open doors and door knocking protocol.

Wake-up service (not just a phone call).

Day 4:

Setting a formal and informal table.

Delivering Silver Service.

How to prepare and serve fresh fruit - both buffet and room standards including the added extras.

Spa and gym service excellence and the language of service thereof.

Check list essentials / ambience / language of service / profiling / spa services and products knowledge, upselling with finesse, gym setup focusing on the small details.

How to open and close doors.

Jacket presentation: Jacket on and off.

In Room Dining services essentials.

Room services step by step essentials.

Day 5:

Pool side service.

Techniques and language to deliver fantastic service poolside.

Tray set up.

Correct protocol for all tray set ups.

Room and area check list.

Room orientation.



What makes the best concierge professionals in the world?

Teaching skills on how to be the very best in the world of concierge.

More business is lost by faux pas than you may realize. We teach skills that minimize faux pas in luxury concierge services. A concierge professional expert is an advisor, an expert product and service consultant who acts on behalf of the client's benefit.

Training curriculum Housekeeping Professional

2 Days



Day 1

- Surpassing principals' and guests' expectation.
- The professional housekeeper including personal presentation.
- SOP (Standard Operating Procedure) for housekeeping excellence.
- The language of a professional housekeeper.

Day 2

- Room and area check list.
- Rooming.
- General dining service, room cleaning and set up considerations.
- Laying the table.
- Towel and gown folds.
- Turn down excellence.
- Napkin folds.

Training Times: Trainer will start at 9.30am and finish class at 4.00pm.

Training Dates:

5 day Butler / Front of House: Sunday 1st April 2018 - Thursday 5th April 2018

2 day Housekeeping Professional: Thursday 5th April 2018 - Saturday 7th April 2018:

Value of the training and any further information:

Please contact:

1. thailand@britishbutlerinstitute.com
2. Naphaporn Bodiratnangkura on email: naphaporn@nailertparkhotel.co.th

Trainer assigned: Mr Gary Williams (Principal)



Profile: Mr Gary Williams

Principal: The British Butler Institute worldwide

Mr Gary Williams undertook his formal training at the then world famous Ivor Spencer International School for Butler Administrators in Dulwich, London. The school was established in 1981 and His Royal Highness The Prince of Wales invested Ivor Spencer the founder with the MBE at Buckingham Palace in 2002.

After successful completion of his formal training and top of his class Mr Gary Williams was appointed in his first butler position at The Ritz London as the Head butler where he was responsible for overseeing all the luxury suites, including The Royal Suite, and attending to the requests and requirements of the many VIP guests including Royalty, Prime Ministers, Heads of state, Movie Icons, Musicians and many more.

He was then head-hunted by a leading London recruitment company to be Major Domo (Head Butler) for one of England's most prominent families, looking after Studley Royal House in North Yorkshire. Here he employed all his formal training skills to deliver according to his principals needs in a substantial country house

environment which included the managing and training of a large house hold staff complement. After this position Mr Gary Williams worked for many discerning clients around the world, including members of Royal families, prime ministers, Russian and Chinese Oligarchs, principals of British and international industry, IT billionaires, famous musicians and artists, and many more as Head Butler. Mr Gary Williams then set up Quintessentially Butlers, part of the Quintessentially Group, the world's leading global concierge company, this was after heading up a team of three executive concierge professional to look after a group of Russian Oligarchs and their families from an office in Mayfair London. Mr Gary Williams was also appointed Head Butler at the Brazilian Embassy in London.

With this wealth of practical hands on work experience from across the luxury sector Mr Gary Williams was entrusted by The British Butler Institute to head up the training team as Principal with the responsibility of developing the brand with the vision to be the finest butler and service centre of excellence training school in its field and expanding The British Butler Institute brand worldwide working with partners from across the globe to train service excellence professionals to match the demand of discerning clients the world over.

