



NAI LERT **BUTLER**
ACADEMY

Master of Modern Butler Service Training Program BANGKOK 2024 AT NAI LERT PARK



Meet the Instructor

Gary Williams
Principal, The British Butler Institute



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. 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 front of house-training school in its field and expanding The British Butler Institute brand worldwide.

Master of Modern Butler Service Training Program

4 – 8 NOVEMBER 2024

The Master of Modern Butler Training Program is the curated program that consolidates necessary skills for butler to serve modern and vibrant lifestyle in this era. The program allows participants to learn essential skills to accommodate needs of customer with different lifestyles. The program consists of both theory-based and practical based learning ranging from anticipating customer needs, personalizing service effectively to problem solving successfully.

LUXURY SERVICE MINDSET	ESSENTIAL SKILL SET	BUTLER & CONCIERGE EXCELLENCE
<ul style="list-style-type: none"> ▪ What a butler should carry always with him ▪ Anticipation and Consistency ▪ Personality, Behavior, Mind-set, and Service Attitude ▪ Detailing Importance; a general vision from hospitality and luxury residence experts ▪ Dining Etiquette (International and Thai Standard) ▪ Listen and Acts ▪ Understanding VIP and Celebrity Expectations ▪ Difficult guest handling ▪ The 15 steps to unlimited confidence 	<ul style="list-style-type: none"> ▪ Line up and Personal Presentation ▪ The Language of Professional ▪ Body Language and Facial Expressions ▪ How to Present Small Objects ▪ Meet & Greet and Departure Excellence ▪ Formal and Semi Formal Table Setting ▪ Service Rhythm ▪ Tray set up ▪ Napkin Presentation with style and finesse correct delivery ▪ Spa Service Excellence ▪ How to make a simple and perfect flower bouquet 	<ul style="list-style-type: none"> ▪ Guest history and profiling ▪ Service database and useful directory (new) ▪ Turn down excellence, detail deliver of outstanding turn down service ▪ Room Orientation ▪ Room Check list ▪ Towel an gowns folds and presentation ▪ Door knocking protocol ▪ Wake up Service (not just phone call) ▪ Kids Club and other experience for children and creating magic

Nai Lert Education Co., Ltd

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The program includes:

- Co-signed certificate of British Butler Institute and Nai Lert Butler Academy
- The British Butler Institute pin
- Lunch and coffee breaks daily



Training venue:

- The Exhibition Gallery, Nai Lert Park Heritage Home, BANGKOK, THAILAND





Nai Lert Butler Academy

Nai Lert Butler and the British Butler Institute established the butler course in Thailand since 2018 at Nai Lert Park. The butler course offers the traditional and modern skills for butler and essential skills from the international standard and unique Thai charm in hospitality in various businesses. The collaborated butler course has more than 150 alumni individually and leading companies in automobile, medical service, government sectors, hotel, restaurant, real estate, fashion, and entertainment. The masterclasses are trained by Mr. Gary Williams, the principal and the certified instructors.

Course Master of Modern Butler Service Training Program

Date 4 – 8 November 2024

Times 09.30 – 16.00 hrs.

Instructor Gary Williams, British Butler Institute Principal

Value THB 59,000 per person

Language Course is conducted in English with optional Thai interpretation

Contact butler@nailertgroup.com / Tel. +66 2253 0123

“WHEN ORDINARY BECOMES EXTRAORDINARY”

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