



NAI LERT **BUTLER**
ACADEMY

Master of Traditional British Butler 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 Traditional British Butler Training Program

17 – 21 JUNE 2024

The Master of Traditional British Butler Training Program is the highlighted traditional British butler skills training from its origin. It is the inherited British prestige service rendered to the world of luxury. The program includes versatile and how to skill sets from tuning mindset for personalized household and hotel butler service to managing property efficiently. It is essential for learner to understand the principal service of traditional and exceptional ways from the British Butler perspectives.

LUXURY SERVICE MINDSET	ESSENTIAL SKILL SET	BUTLER & CONCIERGE EXCELLENCE
<ul style="list-style-type: none"> ▪ Anticipation and Consistency ▪ Listen and Act ▪ Theatre in service ▪ Concierge Professional Excellence ▪ Contractors Management ▪ Inventory Management ▪ Difficult Guest Handling 	<ul style="list-style-type: none"> ▪ Line up and Personal Presentation ▪ The Art of Department Excellence for Service ▪ Formal Events: Seating plan and Precedence ▪ Synchronized Service ▪ Champagne Presentation and Service ▪ Wine Presentation and Service ▪ Cigar Presentation and Service ▪ English Afternoon Tea – High Tea history and delivery ▪ Silver Cleaning technique ▪ Fine points of Driver Service ▪ Picnic Excellence ▪ Key point to travel with the principal (s) ▪ Correct Management / Understanding of Protocol and Deliver of Champagne Party and BBQ ▪ Jacket Presentation ▪ Meet & Greet and Departure Excellence 	<ul style="list-style-type: none"> ▪ Welcome Amenities ▪ In Room Service Excellence ▪ Laundry Presentation ▪ Packing and unpacking of suitcases ▪ Cleaning and polishing shoes and shoes presentation ▪ Newspaper Presentation ▪ Pool side service, detailing / Language and Outstanding Service Consideration

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 Traditional British Butler Training Program

Date 17 – 21 June 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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