



**Polo & Tweed**



**Raising The Bar in Training**

[www.poloandtweed.com](http://www.poloandtweed.com)

## *Training to Perfection – Boutique Hotel Staff Training*

### **F&B Modules**

In private or bespoke bookings, you are welcome to pick and mix the modules to suit the needs of the training student(s).

Table Management

Silver Service

Butler Service

Russian Service

Buffet Service

Tray Service

English Service

French Service

Yacht Service

Party/Event Service

Wine Service

Champagne Service

Wine Pairing

Tea & Coffee Service

Afternoon tea & coffee service (High Tea)

Service Etiquette and Address

Arrival & Departure Etiquette

Problem Solving

Teamwork

Hors D'oeuvre

Glass Polishing

Silver Polishing

Napkin Folding

Cigar Service & Preparation

Hygiene – Food & Personal

Body Language

Ambience

First Impressions

Finishing Touches

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## *Training to Perfection – Boutique Hotel Staff Training*

### **Management Modules:**

Private Home Hierarchy

Yacht Hierarchy

Staff Management

Organisation, Planning and Eye for Detail

Problem Solving

Time Management

Teamwork

Body Language

Routines & Schedules

Interviewing New Staff

Creating an employer's handbook

Budgets

Inventory

Purchasing

Hiring and Firing

Staff Communication

Household Security

Fire Awareness

Health and Safety Awareness

Shooting Etiquette

Dealing with Contractors / Out of House Staff

Arrival & Departure Etiquette

Party & Events: Organisation & Planning

Ambience

Setting the Scene

Etiquette

First Impressions

Finishing Touches

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## *Training to Perfection – Boutique Hotel Staff Training*

### **Housekeeping & Laundry Modules:**

Housekeeping Tools  
Housekeeping Techniques  
Housekeeping Areas: Living Room  
Housekeeping Areas: Bedroom  
Housekeeping Areas: Bathroom  
Housekeeping Areas: Drawing Room  
Housekeeping Areas: Dining Room  
Housekeeping Areas: Kitchen  
Special surface care: Marble  
Special surface care: Crystal  
Special surface care: Brass  
Special surface care: Wood  
Special surface care: Silver  
Special surface care: Glass  
Special surface care: Vitreous Enamel  
Special surface care: Chrome  
Special surface care: Technology  
Special stain care: Blood  
Special stain care: Coffee  
Special stain care: Red Wine  
Care of Fine Art

Care of Antiques  
Turndown Service  
Laundry  
Care of fine garments - Silk  
Care of fine garments - Wool  
Care of fine garments - Lace  
Ironing  
Pressing  
Steaming  
Folding  
Mending of Clothes  
Shoe Care, Maintenance and Storage  
Shoe Polishing  
Handbag Care, Maintenance and Storage  
Valet  
Wardrobe Management  
Dry Cleaning  
Packing and unpacking  
Finishing touches  
Flower Arranging  
Window Care  
Pet Care

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## *Training to Perfection – Boutique Hotel Staff Training*

### **Butler Training:**

The History of the Butler

The Makeup of a Butler - traits, skills, personal and professional attributes

Modern Types of Butlers

Gentleman's Gentleman

Personal Presentation and Dress Code

Formal Wear

Shopping for the principal

Preparing for Travel

Cultural Etiquette

Names and Address

The art of conversation

Telephone Etiquette

Social Confidence and communication

Business Confidence and communication

Common Sense

Manners & Considering Others

Cooking / Chef's night off

Quality Control

Travelling

Relocating Households

Chauffeur Duties

Progression up the career ladder

The Female Butler

Housekeeper Procedures for Butlers

Food Service operations for Butlers (Table and Functions) Overview

Introduction to Wine, Spirits and Cigars for Butlers

Valeting Duties for Butlers

Packing and unpacking of clothes

Layout-out of clothes, including dinner jacket, morning dress and white tie

Preparing a bath

Performance of wake up calls

Guest arrival and departure procedures

Laying down of wines

Storage of spirits, beers and minerals

Transportation of wines

Wine Tasting

Storage and security of silver

Handling silver and silver gilt

Carriage etiquette

Providing personal service to other members of the Royal Family

## *Training to Perfection – Boutique Hotel Staff Training*

### **Front of House & Concierge Training:**

Greeting Guests

First Impressions

Telephone Calls

Making Reservation

Dealing with Problems/Customer Complaints

Hotel Hierarchy

Cultural Etiquette

Check in

Check out

Finishing Touches

Presentation and Personal Hygiene

Door Etiquette

Bell Boy/Porter Etiquette

Arranging Transport

The Little Black Book of Contacts

Brand Awareness

Local Recommendations

Personal Shopping & Luxury

Unusual Requests

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## *Training to Perfection – Boutique Hotel Staff Training*

### **Contact Us**

We are always delighted to discuss bespoke and tailor made packages to suit any client or student. You can email, call or pop in for a quintessential cup of tea. We are also able to send a consultant to your home, yacht, jet, restaurant, chalet, office, venue or hotel for a private consultation should you require.

**Call us:** +44 (0) 203 858 0233

**Email us:** [info@poloandtweed.com](mailto:info@poloandtweed.com)

**Visit us (by appointment only):** Green Park House, 15 Stratton Street, Mayfair, London, W1J 8LQ

