



Polo & Tweed



Raising The Bar in Training

www.poloandtweed.com

Yacht Management – 7 Service*

Modules

During the training, each student is given an overview of each module and then the trainer will adapt each module to the needs of the student(s). These modules can be picked according to tailored needs. The modules consist of the following:

Yacht Management Modules:

Private Yacht 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

Yacht Security

Fire Awareness

Health and Safety Awareness

Shooting Etiquette

Dealing with Contractors

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

Yacht Silver Service Modules

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 Reach Perfect – Polo & Tweed Continuing Education

Yacht 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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Yacht Management – 7* Service



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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

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

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