



Polo & Tweed



Raising The Bar in Training

www.poloandtweed.com

Yacht Management – 7 Service*

Yachts, Super Yachts & Mega Yachts

The management of the yacht is a vital part of the survival of a yacht. Inspired by 7* luxury service, we aim to train every student either in a one-to-one or group environment to the very highest standard of yacht management. So regardless of the situation you work within, your understanding of staff and yacht management is to the highest level. Polo & Tweed are leading professionals in the art of yacht management. We welcome you to redefine how you approach management.



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Our Trainers

Polo & Tweed trainers are of the highest calibre. They have worked professionally for many years as Butlers, Estate Managers, Chief Stewards, Stewardesses and Housekeepers. They understand that service is a fine art, skills that should be honed and developed with care and consideration. We have a range of trainers to suit a variety of client's preferences. Both female and male yacht managers, with varied backgrounds in private and commercial yachts, cruise ships and private households. Our trainers can guide the right approach to service to suit the needs of the client.



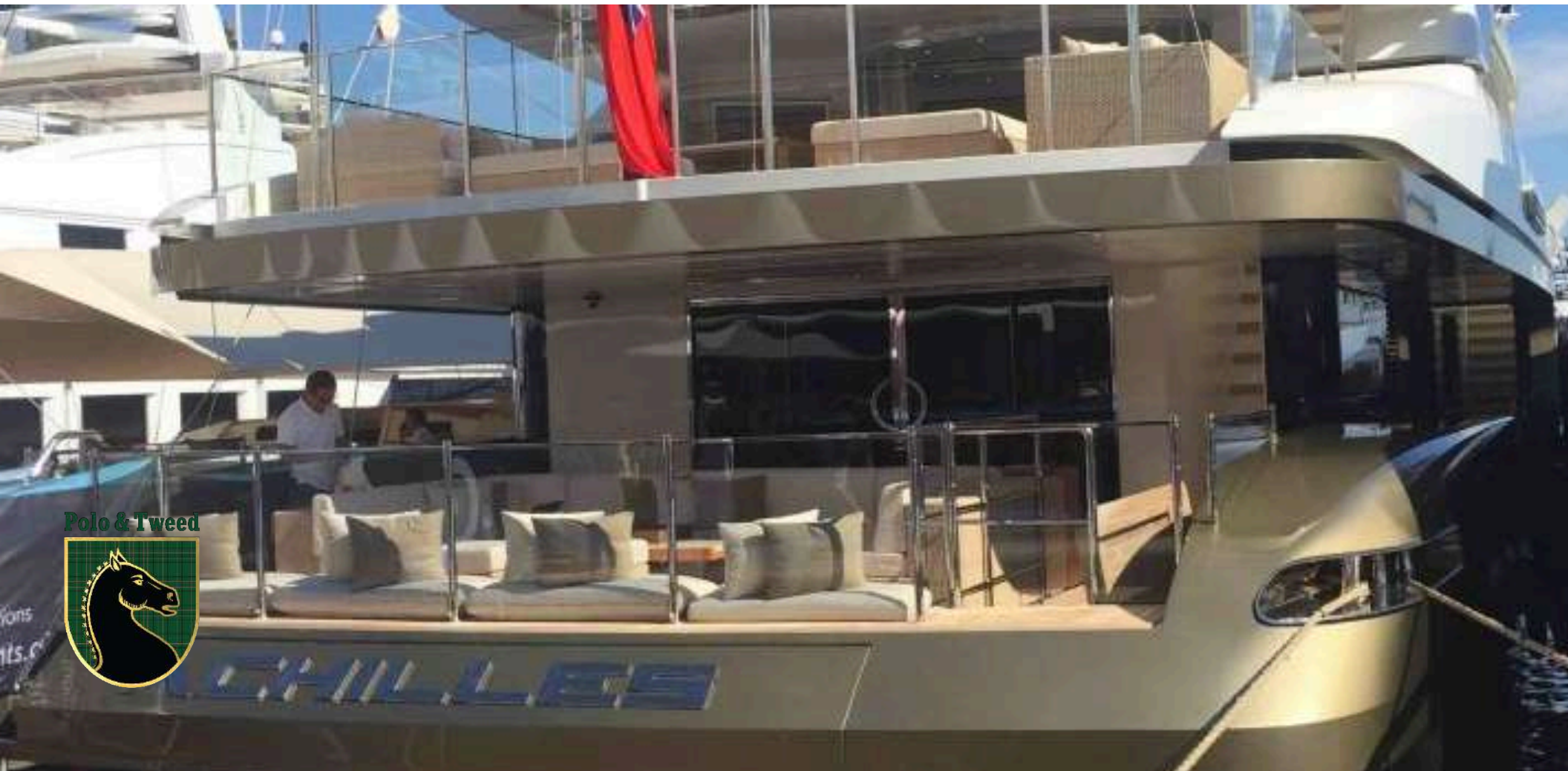
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Our approach to training

Polo & Tweed believes that the quality of the training is key to deeper understanding. We teach in either private one-to-ones or small groups, as we believe that this way the student is able to ask as many questions and spend as much time as they require on the areas they find challenging. Each student is unique, and we understand that with many students English is a second language, therefore we give them the support and guidance they need. Practical application is key, and although we encourage students to take notes, we focus the training on practical application. After all service is a fine art and must be practiced until perfect!



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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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Certification

At the end of each training course, the student will be awarded a full certificate with the dates of the training and the specific training modules completed. We will present the student with a gold frame certificate and a digital copy will be sent for the student's records. If a venue or company would like to be awarded a certificate for having their staff participate in the training this can also be arranged at request.

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GROUP TRAINING

Group Training Dates: Published on our website

Number of Participants: Maximum 8 students per group (typically much smaller)

Length of Course: 2 full days – they are intensive and we recommend staying local to our training venue for ease of commute

Day times: 09:00-19:00 is a typical training day. The trainer will adjust depending on the groups needs so please be flexible.

Location: The Sir Christopher Wren Hotel, Windsor. We use a luxury hotel in Windsor, with easy commute from the major London airports and very budget friendly accommodation locally.

Price per course: £600 (inclusive of VAT)

Includes training venue, lunch, trainer, props and digital handbooks for all participants. You will be awarded a certificate at the end of the training following the assessments completed to the satisfaction of the trainer.

PRIVATE TRAINING

Private Training: Private one-to-one or groups training can also be arranged

Number of Participants: This is down to the individual and their personal needs

Length of Course: This is down to the individual; we can adjust the course to suit your experience and knowledge

Day Times: Adjusted according to modules and individual needs

Location: Either at our luxury training venue, or our trainer can come to your yacht or venue to train you in-situ

Price per course: Price on Application – please speak to one of our team to discuss further.

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Payment Terms:

- To reserve a space on a course we charge a 50% non-refundable deposit. The final balance for the course is taken no less than 1 month prior to the training start date. Should the training be booked under 1 month, then 100% of the payment is taken.*
- Until your deposit has been paid, your space on our course is not guaranteed.*
- Once a booking has been confirmed, we will send you our training contract. This is a digital document that will be required to be read and signed prior to the course.*
- Leading up to the course, you will then be sent details of the training venue, arrival time, and things to bring. A copy of the digital handbook will be sent in advance which we encourage you to read.*

Finance/Lending

- We are now able to help secure finance/loans for students wishing to borrow the money to complete any training. If you are interested in this, we will send you an additional form to complete and our finance broker will then be in touch to discuss the terms with you.*
- For students wishing to undertake finance, we charge a £50+VAT booking fee to secure your space (whilst the finance is being arranged) and this is fully refundable if for any reason the finance was not to be secured.*

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Reviews

We value that each client and course participant may wish to keep their identity confidential, however at the end of each training we take a detailed feedback from the course participants. Below is a selection of some of our fabulous feedback!

Anouk – January 2018 – House Management Training

I am constantly eager to learn, challenge myself and understand everything in order to reach that goal. Michael the trainer is a very thorough individual, who makes sure you will leave feeling that you understand everything. He is a very patient teacher. A massive thank you, I could not be on the path to success without Polo & Tweed.

Roberta – January 2018 – Silver Service Training

The course was easy to book, and I completed it to refresh my service knowledge. The training days were considerate and I would recommend this to a friend. The trainer has extensive knowledge of banquet, formal service and events, with good tips on problem solving.

Diana – October 2017 – Housekeeping Training

I took this course to improve my knowledge, I will recommend this training to my colleagues as it was very useful and the trainer's knowledge was excellent – thank you!

Erik – September 2017 – Silver Service

I would very likely recommend this to any friend or colleague, as the instructor was challenging and inspiring. I particularly liked the hands on practical aspects of the course. The trainer's knowledge is 10 out of 10!

Katherine – September 2017 – Housekeeping & Silver Service Training

The course is a really great format, having interactive elements mixed with videos and practical sessions, the trainers knowledge was utterly brilliant,

both incredibly knowledgeable, with very helpful feedback. Brilliant communication and very encouraging when you struggle. I can't believe how much I've learnt from such experienced trainers. It's been utterly brilliant.

Mohammed - April 2017 - Corporate Booking

We took part in the training to improve our company service procedures on the private jets. Found the training via Google, and would recommend this training to colleagues or friends as it was very helpful. I really enjoyed the practical and group training elements, and the trainers knowledge was excellent.

Victoria - April 2017 - Corporate Booking

I joined this course to improve the standards of our airline; we found the course via Google. I would highly recommend Polo & Tweed, so much information was provided with little hints and tips and tricks. I particularly enjoyed the role-play, demonstrations and videos. The trainer was incredibly credible with his professional background.

Katie - March 2017 - Silver Service

I took part in this training to gain a qualification and deepen my knowledge, I found Polo & Tweed via Google. I would be likely to recommend it to friends and colleagues as it was a short but intensive course that gave me useful information. There were friendly people and a good presentation; the trainers knowledge was very good.

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Richard - March 2017 - Silver Service

As I work in the hospitality industry for all my professional career and having recently re-located to the UK, I wanted to hold the qualification to demonstrate that I was proficient in Silver Service. I was recommended the course by a previous student. I would be very likely to recommend it to my colleagues and friends as I enjoyed the training. Particularly the teamwork and practical applications made it very interesting. The trainer was very thorough and knowledgeable.

Funke - March 2017 - Silver Service

I took part in the training as I want to set up and start running a staff training and recruitment service in Nigeria. I found Polo & Tweed via Google, the website was extremely informative and easy to navigate. I would recommend the training. I particularly enjoyed the Silver Service, Tray Service, Cocktail reception and how to serve food and drinks. The trainer was an expert and easy to understand. The course was well balanced, with good theory and practical's

Joanne - March 2017 - Silver Service

I am looking to work on yachts and therefore needed a Silver Service qualification. I found P&T via Google. I would very much recommend this training. It was good to have practice on the things we learnt during the training. The trainer was very good, he was relaxed and I felt I could ask questions, his knowledge was excellent and he gave handy tips throughout.

Stephanie - January 2017 - Silver Service

I work in yachting and I want to progress from housekeeping to service. I needed to take part in a Silver Service training in order to progress my career. I found the training via Google. I would recommend this training to any of my colleagues in the yachting industry. It covers a great deal of information and is good value for money. I particularly enjoyed the practicing of the silver service, cigar cutting, how to open champagne. I

looked at all the Silver Service courses on offer via the Internet and this one offered the best value for money. It was very comprehensive and I feel confident to begin a more service-orientated role now – thank you!

Ana - January 2017 - Silver Service

I joined the course to learn the proper way of silver service that will help me in my future career. Found the course via Google. I would definitely recommend it to anyone that wants to get great knowledge about this subject. I like the fact that the trainer is a Butler and speaks from personal experience. He is very passionate about his work and I really appreciate that. I really enjoyed the course and I look forward to staying in touch about future courses and job opportunities.

Emma - November 2016 - Silver Service

I joined the course to give me confidence in service whilst working on board a yacht. To know the correct way of service. I found the training via Google. I would be highly likely to recommend this to any friends or colleagues. The trainer was very knowledgeable and relaxed. The room, the trainer, the equipment and the practical elements were all great.

Jana - November 2016 - Silver Service

I wanted to do the course for the challenge. I was recommended the training by a colleague. Now I have clear knowledge on the areas that were lacking, the trainer was very helpful and explained all the subjects very clearly and professionally.

Caroline - September 2016 - Silver Service

I wanted to refresh my experience and keep up to date with my skills. I found the training via the website. It was great to have the opportunity to practice and actually do the skills with a qualified trainer watching. The trainer had a great approach, letting everyone express themselves in a individual way. I am very happy with everything.

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5.0 of 5 stars
15 reviews



Ana Pletes reviewed Polo & Tweed – 5★
26 January · €

I absolutely enjoyed my Silver Service course with Polo & Tweed. I've learned a lot. Would highly recommend them to anyone who wants to invest in their future. Lucy and Mikel were very helpful and had answers on all 1000 of my questions 😊



Caroline Varoquier reviewed Polo & Tweed – 5★
20 September 2016 · €

I took on the Silver Service course with them. The venue was very well chosen and adapted for the situation. I can say that Poloandtweed are Professional and reliable.



Funke Shonekan reviewed Polo & Tweed – 5★
10 April · €

I thoroughly enjoyed the two day training. It was extremely informative. Thank you Polo and Tweed.



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Green Park House, 15 Stratton Street, Mayfair, London

4.7 ★★★★★ 13 reviews



Adrian Kobak

★★★★★ 6 months ago

I can highly recommend Polo&Tweed Silver Service Training !! I had a great time ! very professional Butler he's ready to answer on every question about service style etc , Lucy provided beautiful venue ! Well Done !



13 reviews for Polo & Tweed

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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

