



Polo & Tweed



Raising The Bar in Training

www.poloandtweed.com

Training to Perfection – Continuing Education with Polo & Tweed

Silver Service Modules

During group training courses, all modules are covered. 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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House Management – The Ultimate Skills

House/Yacht 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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House Management – The Ultimate Skills

Housekeeping 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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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

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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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Etiquette Training

The History of Etiquette

The History of Finishing schools

What is a Lady?

What is a Gentleman?

Formal Dining Etiquette - Formal table manners
(Western: American, Continental & British)

Formal Dining Etiquette - Proper use of cutlery,
glassware and napkin

Dining - Tricky foods (from spaghetti to boned fish)

Dining - Dining at a restaurant vs. a private home

Dining - Afternoon Tea / High tea Etiquette

Dining - Tea and Coffee / Low tea Etiquette

Dining - Soup, bread, cheese and dessert etiquette

Dining - Finger foods: When is it okay not to use
cutlery?

Dining -Conversation at the table

Dining - Most common dining faux pas and how to
prevent them

Dining - How to be the perfect host or guest

Dining - Tipping

Dining - Giving the perfect toast

Dining - Precedence: Who sits where at tables in
business/socially?

Meeting and greeting new people - Elegant meeting
& greeting (From learning the perfect handshake to
how to present your most polished self)

Perfect posture and deportment - walking, sitting,
standing, stairs, getting in and out of cars, walking in
heels for women or poised walking for men

Etiquette - Graceful introductions (Who is introduced
first? Men, women, seniors?)

Body language & Eye contact - Body Language:

Positive non-verbal communication, how to read it
and how to achieve it

Dressing - From business casual to black tie – what
does it really mean?

Communication - Sophisticated verbiage

Business Etiquette - Top business etiquette faux pas
and how to prevent them

Business Etiquette - Polished professional: How to
revamp your image at work

Business Etiquette - Client entertaining

Business Etiquette - Meeting / conference call
etiquette

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Business Etiquette - Authority when speaking

Business Etiquette - Business conversation – topics to include and those to avoid

Business Etiquette - Corporate networking made easy

Business Etiquette - How to turn an introduction into a solid contact

Business Etiquette - Negotiation tactics you can use in every day life

First Impressions - Handshakes and kissing

Challenging Situations

Shooting Etiquette

Travel Etiquette

Parties & Canapés - Social etiquette at bridal showers, weddings and beyond

Parties - Throwing and attending parties

Letters - Invitations and thank-you cards

Toilet Etiquette

Technology - Email, phone and social media etiquette

Cultural Etiquette

Child/Teenager Etiquette

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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

