



**Polo & Tweed**



**Raising The Bar in Training**

[www.poloandtweed.com](http://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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## *Training to Perfection – Continuing Education with Polo & Tweed*

### **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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## *Training to Perfection – Continuing Education with Polo & Tweed*

### **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

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