



**Polo & Tweed**



**Raising The Bar in Training**

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

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

### **Food & Beverage - Silver Service & Style Etiquette**

The art of service has been long since revered as a skill of the highest level. Perhaps most famous in 5\* hotels and Michelin star restaurants, service has been developed and fine tuned to the highest degree. Ensuring your staff meet the required levels of service, will ensure your guests will return time and time again. Polo & Tweed are leading professionals in the art of service. We welcome you to redefine how you approach service.



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

### **HR & Management**

The management of the property is an important role in any hotel. Inspired by 5\* luxury service, we aim to train every student to the very highest standard of management. So regardless of the situation your staff works within, the management and communication skills are perfected to the highest level. Polo & Tweed are leading professionals in the art of management. We welcome you to redefine how you approach management.



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

### **Housekeeping & Laundry, Eye for Detail & Finishing Touches**

Housekeeping is a skill that is often understated. There is a dramatic difference between a cleaner and a Housekeeper, and at Polo & Tweed we teach the very art of housekeeping, tailor making this to boutique hotels. Inspired by 5\* luxury boutiques, we aim to train every student to the very highest standard of keeping house. So that no matter where they work, the eye for detail and excellence is continually in place. Polo & Tweed are leading professionals in the art of housekeeping. We welcome you to redefine how you approach keeping house.

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

### **Our Trainers**

Polo & Tweed trainers are of the highest calibre. They have worked professionally for many years as Butlers, Estate Managers, House Managers and Housekeepers and 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, including both female and male housekeeper and house managers, with varied backgrounds in private households, royal families, house and estate management, etiquette, the yachting industry, luxury hotels and much, much more.



Our Head Trainer is Alexandra who has worked extensively in training and specialises in the luxury industry. She is able to build confidence, skills and allow staff to shine. She teaches in our group, private and online training.

Sam is one of Polo & Tweed's most sought after trainers. From a British Royal background, Sam's career has led him to be one of the highest calibre Butler trainers. He is youthful and modern and understands what 5\* luxury service is. Sam teaches our group, private and online training.



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



Peter is a highly sought-after British Butler, who has worked in training Chauffeurs through to Silver Service. His eye for detail, his inspiring personality and his ability to inspire his students always shines. He has worked around the world and understands the different needs and etiquette of the different cultures. Peter is a wonderful trainer who our students love. He teaches our group, private and online training.

Hugh is considered a traditional British Butler. Having worked extensively for HNW, Royalty and celebrities throughout his career, Hugh understands what it takes to get the job done. He is effortlessly polite and well-presented and kind, with a brilliant energy and spirit. He teaches our group, private and online training.



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

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

### **Food & Beverage 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

**Polo & Tweed**



## *House Management – The Ultimate Skills*

### **Management Modules:**

Hierarchy

Staff Management & Communication

Problem Solving

Time Management

Teamwork

Body Language

Routines & Schedules

Interviewing New Staff

Creating an Employee's Handbook

Budgets

Inventory

Purchasing

Hiring and Firing

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

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

Care of fine garments - Fur

Care of fine garments - Velvet

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  
Modern Types of Butlers  
The Makeup of a Butler  
The Female Butler  
Gentleman's Gentleman  
Progression up the Career Ladder  
Personal Presentation and Dress Code  
Formal Wear  
Shopping for the Principal  
Preparing for Travel  
Travelling  
Names and Address - Working with The Royal Families  
Guest Arrival and Departure Procedures  
The Art of Conversation and Communication  
Chauffeur Duties  
Carriage Etiquette  
Performance of Wake Up Calls  
Preparing a Bath  
Storage and Security of Silver  
Handling Silver and Silver Gilt

Telephone Etiquette  
Business & Social Confidence  
Common Sense  
Manners & Considering Others  
Cultural Etiquette  
Cooking / Chef's Night Off  
Relocating Households  
Housekeeper Procedures for Butlers  
Valeting Duties for Butlers  
Food Service Operations for Butlers  
Introduction to Wine, Spirits and Cigars for Butlers  
Laying Down of Wine  
Wine Tasting  
Storage of Spirits, Beers and Minerals  
Transportation of Wines  
Quality Control

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## *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*

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

### **Types of Training**

#### **Option 1 GROUP TRAINING**

**Group Training Dates:** Published on our website

**Number of Participants:** Small group classes for optimum learning

**Length of Course:** 09:00-19:00 is a typical training day.

**Price per course:** Silver Service & Housekeeping (both three-day courses) £960 per course.

House & Yacht Management (two day) £600 per course.

**Location:** We use a luxury hotel in Windsor and high-end serviced apartments in Reading, with easy commute from the major London airports and very budget friendly accommodation locally

#### **Option 2 PRIVATE TRAINING**

**Private Training:** Private One to One or Group Training can be arranged

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

**Length of Course:** This is down to the individual booking and their personal needs

**Day Times:** Adjusted to suit the needs of the training

**Location:** We have multiple venue options, or our trainer can come to your property or venue to train you in-situ

**Price per Course:** Price on Application – please speak to one of our team to discuss further

#### **Option 3 E-LEARNING ONLINE TRAINING**

**E-Learning:** Anyone from around the world can access our E-Learning online training. Courses can be purchased by individual course

**Number of Participants:** Each course is for one person to complete, should you wish to purchase more than 10 courses at one time, please contact us for individual pricing.

**Length of Course:** This is down to the individual completing the training as they can access the course as and when they need – the course once activated is live for 4 months

**Location:** Online

**Price per Course:** Price per course is outlined on our website.

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

### *Payment Terms:*

- *To reserve a space on a in person 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.*
- *E-Learning courses are paid in full at the time of booking and have specific terms and conditions accessed via the E-Learning platform.*
- *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 after the training to you (if applicable), which is your personal copy to keep. You can use this to refresh your memory and skills in the future.*

# *Training to Perfection – Boutique Hotel Staff Training*

## **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!

### **Angela – February 2020 – Housekeeping Group Booking**

The course was booked by my employer and principal. It was extremely interesting, and the trainer is very approachable with lots of knowledge. Thank you Polo & Tweed!

### **Brigit - February 2020 – Housekeeping Group Booking**

I joined this course as I wanted to learn about housekeeping for my own home. I would 100% recommend this to any friends. The training was excellent with a good balance of theory and practical, with lots of time to practice the tricky skills like ironing. Our trainer was amazing! I was very happy with the training and the organisation both before and during the course. Thank you.

### **Paraskevi – January 2020 – House & Yacht Management Group Booking**

I took the course to find new opportunities in my career, the trainer was very experienced and shared all their knowledge, it was very satisfying and a reason to recommend this training to anyone! Thank you for all your help.

### **Izabella – January 2020 – Silver Service Group Booking**

Booking this course was very easy to do. I was looking for a Silver Service course having read other feedback – now I know why! The training was amazing, all the questions I had were answered, our trainer was amazing, and my knowledge is now very comprehensive and strong. I would love to come and train with Polo & Tweed again – thank you very much!

### **Leya – November 2019 – Housekeeping Group Booking**

My principal booked me on this training. I would definitely recommend it, lots of practical experience and information and I learnt a huge amount. The trainer was easy to understand (English is not my native language), and the knowledge they have is fantastic. Thank you for a brilliant three days, I learnt more than I thought I would!

### **Stefano – June 2019 – Corporate Booking**

I really enjoyed the training as I found the theory interesting behind the practical skills which I was familiar with, I didn't know Silver Service, and I enjoyed learning it and practicing it! It is always necessary to have passionate growth in the hospitality world, and the trainer has a great knowledge about service and hospitality in general. This is a high-level course.

### **Beatrice – June 2019 – Corporate Booking**

I found the course very interesting and I learnt a great deal about the rules of high-level service. I was particularly interested in the wine decanting and the differences in services between cultures. I do recommend the training I received.

### **Lea – May 2019 – Silver Service & House & Yacht Management Training**

I took the course to finish my skills and experience, and to learn new skills. I would absolutely recommend it to everyone as I truly enjoyed it! I learnt a great deal and the trainer is outstanding, and both professional, caring and assertive. Thank you!

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### **Robert – March 2019 – Silver Service Training**

I wanted to refresh and learn more service skills. I really enjoyed the practical and the general atmosphere during the training. I would highly recommend this course to my colleagues in the yacht industry. Thank you for the training, and I feel I am walking away more knowledgeable. I look forward to future courses.

### **Sidney – September 2018 – Housekeeping Training**

I joined the course to improve my housekeeping skills and knowledge. I would very likely recommend this training as it was professional and extensive. Alex the trainer was very knowledgeable, she was patient and understanding and very approachable. It was a fabulous course; I would recommend Polo & Tweed to everyone!

### **Adam – September 2018 – Housekeeping Training**

I would recommend this course as it was thoroughly enjoyable. I gained a great understanding of the industry and additional techniques. The trainer was extremely knowledgeable and had an excellent approach. A good mixture of classroom and practical.

### **Jaison – May 2018 – Silver Service & House & Yacht Management Training**

I joined the course to learn and better myself, to help my dream and ambition to be knowledgeable and fully serve my principal. I enjoyed physically carrying out the exercises and would very likely recommend this training to anyone.

### **Nevena – May 2018 – Silver Service Training**

I was keen to improve my knowledge and correct any mistakes that I was making. The training was very helpful, with great examples from the trainer and the stories that he shared. It was very comprehensive and I felt supported throughout the training – and the trainer had a great sense of

humour! I would likely recommend this training and I am very happy to be part of this training.

### **Anouk – January 2018 – House & Yacht 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 trainers 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 trainers 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.

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### **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.

### **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 application.

### **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.

# Training to Perfection – Boutique Hotel Staff Training

## 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.



## Polo & Tweed

Website

Directions

Save

4.9 ★★★★★ 53 Google reviews



### Leon Prezelj

1 review

★★★★★ a month ago

Very fast correspondence on the first email contact and subsequent contact over the phone, gave me a very good sense of seriousness. The conversation was fluent from beginning what indicated a certain level of professionalism. This relationship continued throughout the training and reflected on the learning content it self. Training for yacht and house management was a compact course that helped me organize my experiences in a perfect order. The script we received can also be used as a template and is a good basic tool for further work. Alex and Lucy rounded up my positive experience with sharing their knowledge with us and giving me useful advices. I am thankful and I would recommend Polo & Tweed training programs anybody in this industry for a refresh or to learn something new.



### Funke Shonekan reviewed Polo & Tweed – 5★

10 April · 🌐

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



### 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.



### Emily Pearce 📌 recommends Polo & Tweed.

17 April · 🌐

Communication at Polo & Tweed is second to none. Lucy and her team and professional, knowledgeable and approachable, and provide a wonderful service with their training courses. The Housekeeping Course was informative, hands-on, and delivered by an expert trainer. I would greatly recommend this company.



5.0

5 out of 5 ⓘ

Based on the opinion of 40 people

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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

