



Polo & Tweed



Raising The Bar in Training

www.poloandtweed.com

Front of House & Concierge Training – Elevating your Brand and Customer Service

Front of House & Concierge Modules:

Hotel Hierarchy
Restaurant Hierarchy
First Impressions
Concierge Etiquette
Bell Boy & Porter Etiquette
Personal Presentation and Dress Code
Greeting Guests
Guest Arrival & Departure Procedures
Check in & Check out
The Art of Conversation
Telephone Etiquette
Making Reservations
Unusual Requests
Dealing with Problems & Customer Complaints
Door Etiquette
Cultural Etiquette
Arranging Transport
Brand Awareness
The Little Black Book
Personal Shopping & Luxury
Finishing Touches

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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

