



# 1-3 DAY SPECIALIST HOUSEKEEPING COURSE INFORMATION







## JOHN PETTMAN

### MANAGING DIRECTOR

The Exclusive Butler School (EBS) was founded by John Pettman who started his career at Buckingham Palace followed by the British Embassy in Paris. John has also worked at many prestigious households and managed multiple properties and staff worldwide for high profile families.

John's vision was to provide the very best training to our future Butlers, as well as improving the skills of those currently working in the hospitality industry. Working alongside two of our Butler Trainers, who are also ex-Royal Butlers, a program was produced tailored to creating the Ultimate Private House Butler by providing true British Butler Training.



## INTRODUCTION

The Exclusive Butler School Trainers have the availability to travel worldwide and deliver specially tailored training programmes wherever necessary. Our Trainers have experience working abroad and all maintain a traditional British Butler style which can bring an element of sophistication to the delivery of your service.

The Exclusive Butler School will always go out of their way to deliver a training program to suit your required needs. Should it be needed, we offer a consultation session in order to ascertain your needs, or areas of service that may need improvement, to ensure your staff receive the best possible training program. The mix of experience our Butler Trainers possess means that no matter where you are or what you need, you will receive a program to your satisfaction.

Once a Training Module has been delivered, we can produce a manual/report to be used as a reference guide.

We have both male and female Butler Trainers available depending on your needs.

Our courses are taught in English but should you wish your course to be delivered in another language, our Trainers are happy to work alongside an Interpreter.



# TRAINING MODULES

## **Eco Friendly Approach to Housekeeping**

Incorporating eco-friendly cleaning products

How to create your own effective products from natural ingredients

How to care for luxury items and surfaces with an eco-friendly approach

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## **Housekeeping Role and Structure within a Private Household**

Organisational Structure within a Housekeeping Department

The role of the Housekeeper and their expected duties

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## **Effective and Efficient Housekeeping Skills**

Understanding effective and efficient methods of deep cleaning

Identifying the difference between daily and deep cleaning methods

Time management alongside attention to detail

Understanding, and knowledge of different linen fabrics

How to handle a stain prior to laundry

How to fold and store linen appropriately

How to make a bed from start to finish

Treating precious surfaces and soft furnishings

Set up and preparation of specific areas within the household

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## **Laundry Skills, Valeting and Wardrobe Management**

Understanding Laundry Procedures and Care label reading

Effective stain treatment, washing, and drying of different luxury fabrics

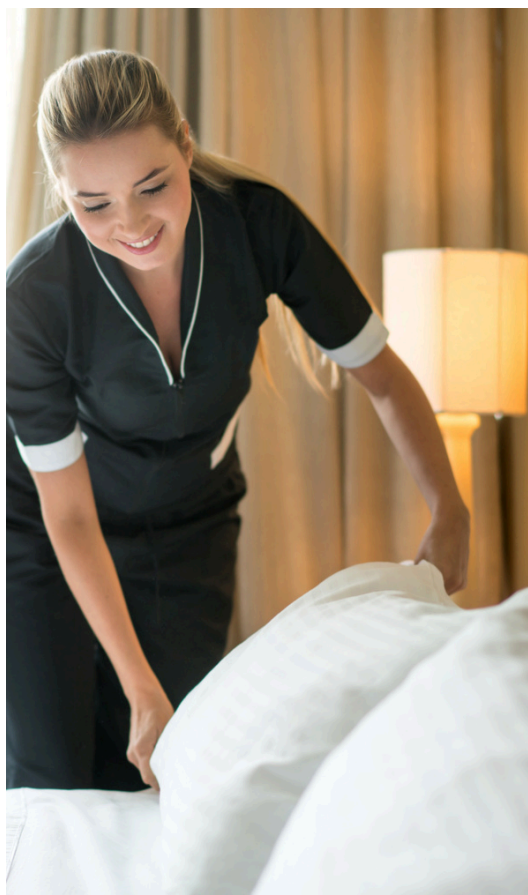
Laundry Room Management

Valeting skills

Efficient organisation of a wardrobe

Detailed wardrobe inventories

# TRAINING COSTS



## Kent Based Course

1 Day Housekeeping Training - Module of your choice:  
£295.00 + VAT

2 Day Housekeeping Training - Modules of your choice:  
£247.50 + VAT Per Day Total = £495.00 + VAT

3 Day Housekeeping Training - All 3 Modules:  
£225.00 + VAT Per Day Total = £675.00 + VAT

## London Based Course

1 Day Housekeeping Training - Module of your Choice:  
£354.00 + VAT

2 Day Housekeeping Training - Modules of your choice:  
£297.00 + VAT Per Day Total = £594.00 + VAT

3 Day Housekeeping Training - All 3 Modules:  
£270.00 + VAT Per Day Total = £810.00 + VAT

### Each student receives:

8-hour intensive housekeeping training per day

Refreshments during course (tea/coffee/water)

Light lunch provided

Exclusive Butler School Pad and Pen

Various handouts to accompany the training

Certificate of Excellence

The above costs exclude VAT which is charged @20%.

Enrolment is subject to full payment and must be paid at the time of booking to secure a place on the course.

Please note that full payment is required 14 days before the start of the course.

Please note that a minimum of 2 students is required in order for the course to go ahead. Should the minimum number required not be met, the course will be postponed, and you will be given the option of an alternative date.





## ELIGIBILITY TO ATTEND THE COURSE

The minimum age to attend the Exclusive Butler School is 16 years old.

We are open to International Students, and you would be able to attend the course on a Standard UK Visitor Visa. Please speak to the British Embassy or British Consulate in your country of residence for further assistance.

## TERMS AND CONDITIONS

Enrolment is subject to full payment and must be paid at the time of booking to secure a place on the course.

You must attend each day on a punctual basis unless prevented by events which are beyond your reasonable control. No refund will be made if you subsequently fail to attend all or any part of the course. You must comply with all rules and regulations issued by EBS from time to time.

EBS will be entitled to change the timing and/or content of any part of the course and to substitute any trainer at any time. If EBS considers that you have behaved in an unacceptable manner, EBS will be entitled to require you to cease to attend any course. No refund of fees will be made.

If you are booking your own accommodation/flights/travel, please bear in mind that EBS cannot be held liable for any third-party costs incurred, such as travel bookings, should the course be cancelled. Therefore, you are advised to take out a suitable insurance policy. You must not bring any items of special value to the course. EBS will not accept responsibility for the loss of any personal possessions. EBS will not be liable for any loss suffered by you which is indirect, special or consequential. EBS will not be liable for any loss suffered by you resulting from any event which is beyond the reasonable control of EBS.

NOTE: You are advised to take out a suitable insurance policy that can provide cover against loss of fees through illness, bereavement, personal accident or travel disruption. We will assist you with invoices and paperwork in support of your claim with your insurance company.

## DATA PROTECTION

Any personal information you provide will be processed in accordance with the General Data Protection Regulation (GDPR). We will use the information to process your booking, provide the Contract, and provide the training. Our full Privacy Policy can be found on our website:

<https://www.exclusivebutlerschool.com/privacy>



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