



THE EXCLUSIVE BUTLER SCHOOL



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

COMMUNICATION AND UNDERSTANDING

Communication and Etiquette Training

Communication and etiquette are vital components of effective interaction in both personal and professional settings. By practicing effective communication and adhering to proper etiquette, you can enhance your interactions and foster a respectful and productive environment;

Communication

Problem-Solving

Special Requirements

Greeting and Welcoming Guests

Body Language

Tone of Voice

The Language of the Professional

Private House Butler Knowledge and Experiences

The Role and Duties of the Private House Butler

The Private House Butler's Unique Skillset

Formal Dinner Party – Techniques and Tips

Liaising with the Owner/Principal

How to set up a Bar and Drinks Options



SERVICE

Effective service training is tailored to the specific needs of the household and can enhance the overall efficiency and harmony within the home. Our service training module is a specialized program designed to equip individuals with the skills and knowledge necessary to perform the duties of a butler in a private household or luxury setting.

Table Linen

Different sizes of cloths and their applications

Pressing the Tablecloths

How to Cloth a table

How to Box a table

How to Box an L-Shaped Table

Mitring the Corners

Napkin Folds

Spillage Coverage/Problem-Solving

Table Laying and Service

Table Laying

Cutlery Setting

Cover Changes

Synchronised Service

Silver Service

Butler Service

Tea/Coffee Service

Specialist Equipment

Glassware and Drinks Service



HOUSEKEEPING AND WARDROBE CARE

Valeting and Shoe Care

Grooming and personal appearance are essential aspects of self-care that can significantly impact both personal confidence and how others perceive you and your principal. In this module we pay attention to these aspects, so that you can present yourself and your principal in a fitting manner;

Grooming and Personal Appearance

Care of your Principals Wardrobe

Valeting & Care of Fine Fabrics

Unpacking & Packing

Spit & Polishing Masterclass

Elite Housekeeping Standards

Housekeeping in a private household requires meticulous attention to detail, a strong sense of responsibility, and the ability to maintain a high standard of cleanliness and order. This training guide outlines essential tasks, expectations, and best practices for

effective Housekeeping;

Bedroom Fine Detailing

Bed-Making (Elite Standards)

Product Knowledge

Laundry Training

Care of Fine Furnishing

Snagging and Checklists

Stain Removing Techniques



SPECIALIST TRAINING MODULES

Introduction To Cigars

To many cigars are the ultimate luxury, and Master of Havana Cigars, George, will impart his knowledge and expertise on cigar brands, their history and strength of flavour, as well as cigar etiquette;

Cigar Etiquette – Cutting and Lighting

Storing and Aging Cigars

How Cigars are Made

Cigars of Various Origin and Sizes

Cocktails and Mixology

Steven provides high-level mixology training and specialises in "doing things properly". Steven will deliver a cocktail masterclass including an introduction to mixology, the different methods of mixing cocktails, how to balance ingredients, and creating a range of classic cocktails

Canapés

Canapé training by a professional chef is an excellent way to learn the art of creating these elegant, bite-sized appetizers. Canapés are often served at parties, receptions, and formal events, and mastering their preparation can enhance your culinary skills;

Understanding what Canapés are

Their Role in Dining and Entertaining, and the Different Types

Base Types and Toppings

Recipe Development

Service and Planning



Introduction to Wines

Our introduction to wines encompasses the fundamental aspects of wine, including its types, production methods, tasting techniques, and food pairings;

How to Choose the Correct Wine

Selecting the Correct Glass

Opening and Serving Wine Correctly

Storage Management

Understanding the Importance of Temperature Control and Preparation

Pairing Wine and Food

Barista Skills and Techniques

Lisa is an experienced Barista Trainer who learnt her craft in London and working with roasters and coffee enthusiasts across the UK. After founding the multi-award winning HatHats Coffee Company in Kent, she has trained hundreds of Baristas in the art of creating consistent hand-crafted coffees;

Dialling In – Brew Ratios, Grinding Beans, Adjusting, Tamping, Variables and Tasting

Milk Texturing – Preparation, Positioning and Timing

Latte Art – Creating Beautiful Patterns

Introduction to Floristry

Jane has been working in the design field for over twenty five years, coming to floristry via a career in fashion. Now the owner of a successful bespoke florist in Kent, and her goal is to incorporate quality floristry into a natural, organic way of life;

Care and Conditioning of Flowers

Lesson / Tips on Arranging Flowers in a Vase

Simple Dinner Party Centerpieces



TRAINING COSTS

	UK	Overseas
Hourly Rate Per Trainer	£120.00	£200.00
4-Hour Minimum Booking	£480.00	£800.00
1-Day 8-Hours (2x4 Hour Modules)	£960.00	£1,600.00
2-Day 16-Hours (4x4 Hour Modules)	£1,920.00	£3,200.00
3-Day 24-Hours (6x4 Hour Modules)	£2,880.00	£4,800.00
4-Day 32-Hours (8x4 Hour Modules)	£3,840.00	£6,400.00
5-Day 40-Hours (10x4 Hour Modules)	£4,800.00	£8,000.00

If we are travelling overseas to provide training, a half-day rate would apply to each travel day per Trainer. The client would also need to provide travel, visa costs, transfers, food, and accommodation for each Trainer.



+44 (0) 1227 904 442

www.exclusivebutlerschool.com

info@exclusivebutlerschool.com

Suite 5, 2nd Floor, The Links, Herne Bay, CT67GQ

