



# TWO WEEK BUTLER TRAINING COURSE INFORMATION



# INTRODUCTION



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 programme was produced tailored to creating the ultimate Private House Butler by providing true British Butler Training.



## WHY CHOOSE US?

| Butler School                                                                                                                                                                                  | Length of Course | Location    | Total Cost | Accommodation Included | Meals Provided | Uniform Included | Stationery Included | Qualified Teacher | British Royalty Butler Trainers | Overseas Trips | Domestic Staff Agency Affiliation | College Certification |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------------|------------|------------------------|----------------|------------------|---------------------|-------------------|---------------------------------|----------------|-----------------------------------|-----------------------|
| British Butler Institute<br><a href="http://www.britishbutlerinstitute.com">www.britishbutlerinstitute.com</a>                                                                                 | 2-weeks          | London      | £2,495.00  | X                      | X              | X                | X                   | X                 | X                               | X              | ✓                                 | X                     |
| Butler Valet School<br><a href="http://www.butler-valetschool.co.uk">www.butler-valetschool.co.uk</a>                                                                                          | 2-weeks          | Oxford      | £6,000.00  | ✓                      | FB             | X                | X                   | X                 | ✓                               | X              | ✓                                 | X                     |
|  Exclusive Butler School<br><a href="http://www.exclusivebutlerschool.com">www.exclusivebutlerschool.com</a> | 2-weeks          | Kent        | £6,380.00  | ✓                      | FB             | ✓                | ✓                   | ✓                 | ✓                               | ✓              | ✓                                 | ✓                     |
| International Butler Academy<br><a href="http://www.butlerschool.com">www.butlerschool.com</a>                                                                                                 | 10-weeks         | Netherlands | €15,500.00 | ✓                      | FB             | ✓                | ✓                   | X                 | X                               | ✓              | ✓                                 | X                     |
| Polo & Tweed<br><a href="http://www.poloandtweed.com">www.poloandtweed.com</a>                                                                                                                 | 3 days           | Windsor     | £960.00    | X                      | HB             | X                | ✓                   | X                 | X                               | X              | ✓                                 | X                     |
| Rosset Butler Academy<br><a href="http://www.rossetbespokebutlers.com">www.rossetbespokebutlers.com</a>                                                                                        | 2-weeks          | Scotland    | £2,000.00  | X                      | X              | X                | X                   | X                 | X                               | X              | X                                 | X                     |
| Royal School of Butlers<br><a href="http://www.theroyalbutler.co.uk">www.theroyalbutler.co.uk</a>                                                                                              | 5-days           | Oxford      | £2,250.00  | X                      | HB             | X                | X                   | X                 | ✓                               | X              | ✓                                 | X                     |
| School for Butlers & Hospitality<br><a href="http://www.schoolforbutlers.com">www.schoolforbutlers.com</a>                                                                                     | 4-weeks          | Belgium     | € 6,975.00 | ✓                      | FB             | ✓                | ✓                   | X                 | X                               | ✓              | ✓                                 | ✓                     |
| South African Butler Academy<br><a href="http://www.thebutlersschool.com">www.thebutlersschool.com</a>                                                                                         | 8-weeks          | Cape Town   | £6,700.00  | ✓                      | FB             | ✓                | ✓                   | X                 | X                               | X              | ✓                                 | X                     |

HB - Half Board

FB - Full Board

## CITY AND GUILDS

Having gained accreditation from City and Guilds we are delighted to be able to offer the Level 3 Diploma For Butlers. Aside from Buckingham Palace, we are the only other recognised centre in the UK. As part of our 2 week Butler School you will be invited to complete the Service Module attached to this qualification and receive a certificate from City and Guilds upon completion



# 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

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### **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

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## **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

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## **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



### **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

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### **Cocktails and Mixology**

In the world of luxury hospitality, exceptional service is defined by precision, creativity, and an unwavering commitment to excellence. Mixology training within the luxury sector—spanning five-star hotels, superyachts, and private households—elevates the art of cocktail-making to an experience of refined craftsmanship and personalized service.

This specialised training goes beyond the fundamentals of bartending. It cultivates a deep understanding of premium spirits, bespoke cocktail creation, advanced techniques, and the nuances of guest interaction that define the luxury environment. Participants learn to combine technical mastery with artistry—balancing flavors, presentation, and storytelling to deliver unforgettable drinking experiences.

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### **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



### **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

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### **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 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

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### **Gun Care**

Caring for a shotgun is essential for maintaining its performance, safety, and longevity. During our gun care module you will be taught the basics, including Familiarisation, Shotgun Procedures, Loading and Unloading. As well as Shooting Stance and Posture, you will also have the opportunity to shoot some clays under the guidance of our experienced teacher Tom



### **Introduction to Wines**

Our introduction to wines will provide foundational knowledge that will help enhance service, and increase confidence when discussing wine with guests

Cellar management and storage of wine

Preparing, serving, decanting and tasting wine

Champagne and Sparkling Wine – vintage variation

How to open and serve Sparkling Wine

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### **Sea Safety Course - Maritime Skills Academy**

Yacht Industry Familiarisation

Overview of Sea Safety Training in a Survival Pool

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### **Royal Butler Dinner**

A "Royal Butler Dinner" evokes an image of an elegant and formal dining experience, characterized by impeccable service, refined cuisine

As part of our training finale, and following the completion of all service modules, yourself and our trainers, in conjunction with our Hospitality NVQ students, will host a full dinner service for up to 100 guests



# TRAINING COSTS

**The Two-Week Intensive Course costs £6,380.00 + VAT**

**Each student receives:**

- 80-hour intensive two-week training course based in Kent
- 11 nights' full board accommodation: Breakfast, Lunch and Dinner are included, plus tea/coffee throughout the day
- Full British Butler's uniform and accessories
- Transfers between venues for the duration of the course schedule
- Framed Graduation Certificate
- Additional hard copy of the Graduation Certificate for your files
- You will automatically be registered as a candidate with Exclusive Household Staff and receive ongoing support from the Exclusive Household Staff Consultants following successful completion of the course

## THE EBS UNIFORM

+ ACCESSORIES



 **exclusive**  
BUTLER SCHOOL

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.

Exclusive Butler School are delighted to be able to offer a payment plan where we will invoice you on a monthly or quarterly basis, giving you the chance to spread the payments.

Should the payment plan be of interest, please contact the office at [info@exclusivebutlerschool.com](mailto:info@exclusivebutlerschool.com) detailing the date of the course and the payment plan option you wish to select, and we will make the necessary arrangements.

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



# COMPLETION OF THE COURSE

An EBS certificate graded at Pass, Merit or Distinction is offered upon successful completion of the course. Successful completion is determined by the Trainers based on a minimum rate of attendance, learning progress and attitude.

Following successful completion of your Butler Training, Exclusive Household Staff will assist you in the next stage of your Butler career progression.

## TESTIMONIALS

Here are some testimonials for previous students who took part in our 2-Week Course:

“I first got in contact with John and his amazing team when I was studying at college. Straight away, I took to what John and his company had to offer me! It’s set me up with lots of amazing experiences and knowledge from just the couple of years I was there. Would recommend to anybody!”

Raphi PA

“John and the team are an exceptional training academy... John understands households... privacy... formality... EHS ... didn’t teach me how to host and be hospitable... but they tailor-made a plan.” Mark

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“A brilliantly run agency and company as a whole with John Pettman at the helm. My main experiences have come from the Exclusive Butler School where I was meticulously coached to the highest level by the company’s experienced in-house Butler Trainers. A professional, well-thought-out course in a fantastic setting. Highly recommended.” Martyn H

“I would recommend the Exclusive Butler School without a doubt. The Royal Butler Dinner was a great experience, and it was fun to all work together. The modules were very good, I had a great time.”

Gilliane

“This was an exceptional experience for me! I felt I got a lot of knowledge from the Trainers and gained experience through the practical modules. The team were more than happy to stay in contact with me and help with any further questions, I might have.”

Roxane



## ADDITIONAL STCW TRAINING

Should you wish to pursue a career in the private yachting industry, there a number of professional certifications required to be legally compliant with Standards of Training, Certification, and Watchkeeping (STCW).

EBS work alongside the Maritime Skills Academy to offer this week-long course as an add-on to the 2-Week Butler Training.

This course is designed to assist those entering the superyacht industry in giving them the best opportunity to secure employment and have a successful career from an entry level and is made up of essential courses which are needed as a minimum to work on vessels at sea, regardless of the size.

The following Safety Elements are included:

STCW Elementary First Aid

STCW Fire Prevention and Fire Fighting

STCW Personal Safety and Social Responsibilities

STCW Personal Survival Techniques

STCW Security Awareness



Upon completion of the course you will be presented with the original certificates. When selecting the 5-day STCW training as an add-on to the 2-Week Butler Course, this will be offered at the reduced cost of: £850.00 including VAT.



## 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

On enrolment, you will be sent the full Terms and Conditions, which need to be signed by yourself and returned to Exclusive Butler School. Any enrolment application by you will be subject to written acceptance by EBS.

You must attend each day on a punctual basis unless prevented by events which are beyond your reasonable control.

You must comply with all rules and regulations issued by EBS from time to time.

EBS will be entitled to change the timing 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.

EBS will not be liable under any circumstances for any loss, expense, damage, delay, cost or compensation (direct, indirect, or consequential) which may be suffered by you during attendance at the course.

Whilst EBS makes every effort to provide comprehensive training, EBS makes no warranty that completion of an EBS course will provide you with all the knowledge and information you need to work as a butler.

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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