



FIVE DAY 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.

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 5 Day Butler School you will be invited to complete the Valeting 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

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

Sequence and Etiquette of Unpacking & Packing

Choosing the Right Garments

Laying Out of Your Principals Clothes

Spit & Polishing Masterclass

Morning Calls and Breakfast Trays

Other Duties Expected of a Valet

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



Cocktails and Mixology

A high-level of specialised mixology training where our Trainer 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

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

Level 3 Emergency First Aid at Work

A workplace-focused course covering essential life-saving skills, basic casualty assessment, CPR, use of an AED, managing minor injuries, and handling workplace medical incidents.

Certificates Awarded: Level 3 Award in Emergency First Aid at Work (Valid for 3 years)

Royal Butler Lunch

A "Royal Butler Lunch" 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 lunch service for up to 60 guests

TRAINING COSTS

The One-Week Intensive Course costs £4125 + VAT

Each student receives:

- 40-hour intensive one-week training course based in Kent
- 5 nights' full board accommodation: Breakfast, Lunch and Dinner are included, plus tea/coffee throughout the day
- Transfers between venues for the duration of the course schedule
- Framed Graduation Certificate
- City & Guild certification for Valeting
- 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 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 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.



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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