

Hospitality

Certificate Programme for Professional Butlers

HT4200008

This 2-day professional training programme aims to provide professional concepts and skills for butlers at an international standard.

Our UK trainer, a well-respected instructor of butlers and housekeepers for the Royal Family, and our local trainer will combine their experience from the East and the West to provide the most relevant and up-to-date training to help you become highly skilled and professional butlers, so you can create memorable experiences for your exclusive guests.

Who should attend?

- Butlers who wish to renew their skills and excel in their career
- Managers or supervisors in food and beverage service areas
- Managers or supervisors in housekeeping and room services
- Event organizers
- Club managers of exclusive establishments
- Housekeepers / event officers who work in diplomatic households

What does the Programme cover?

Protocol, Etiquette & Manners, Body Language, Food Safety & Security, Food & Beverage Services, Wines, Spirits & Cigars Serving, Guest Services, Valet Services and Personalized Guest Services

Where & When

Date : 21 – 22 August 2019 (Wed – Thu)
Time : 9:00 a.m. – 6:00 p.m.
Venue : Hotel and Tourism Institute, VTC Pokfulam Complex
Tuition Fee : HK\$7,300 per person

This training is designed to inspire you and your associates to surpass current level of service and create an indulgent welcome for your valuable VIPs.

For programme details and enquires:
 Hotel, Service & Tourism Studies Discipline
 Tel: 2957 5715 (Ms. Wu)
 Email: vickywu@vtc.edu.hk



<http://www.ive.edu.hk/hosts>



Testimonies from past students

"Having recently graduated from the butler training programme delivered by Ms. Patricia Paskins, a well-experienced industry veteran, I cannot recommend it highly enough. Covering both theory and practice, the course offers essential knowledge required for a career as a professional butler and head of service - it was a training to bring my service standard to another level."

Jody Crosier

Butler at London Savoy Hotel

"I highly recommend this butler programme, which has provided me with a thorough understanding of service at the highest levels and knowledge that is of great benefit to me in my daily work as an international hospitality and lifestyle management consultant."

Neil Anthony Richmond MIH

International Hospitality and Lifestyle Management Consultant and Headhunter

About the Trainer

Ms. Patricia Paskins is an industry veteran with many years of hospitality industry education and training experience. Over her career she has been involved with education and training in a wide variety of very high profile establishments including royal palaces, luxury households, estates, resorts, airlines and hotels.

Patricia was instrumental in the development of professional butler training programme and leads the delivery of the programme within a number of the finest and iconic London hotels as well as the Buckingham Palace. She is passionate about training individuals to the highest possible standards, enabling them to deliver exceptional and memorable standards of service and customer care, not only to VIP's, celebrities and dignitaries but to every guest they encounter.



Patricia Paskins

