



Overwhelming Feedback!

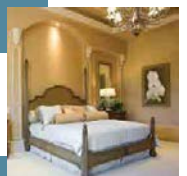
Certificate for Professional Butlers July 2012 classes

Feedback from the first group:

- This is one of the best courses I've ever attended. Thank you so much and I can't wait to learn more from the trainer-Patricia in the future.
- This Certificate course is very useful for me. It will be great if the course duration can be longer, say 3 to 4 day!
- Well done! Many thanks.
- Our excellent trainer taught us lots of experiences in service industry and trained us in great detail. Thanks a lot for the wonderful training.

Feedback from the second group:

- One of the best training sessions I have ever attended. It was very informative and interactive; and I've learned so much. I am so glad that I attended. It is highly recommended.
- So lucky to join this course.
- Guest speaker session was great.
- This programme is the most valuable chance to train personal butlers
- Very useful and I hope to see the next training program soon.
- Thank you for organizing this lovely 2-day programme. I gained a lot of knowledge from Patricia & Edward. The programme was awesome
- Very comprehensive.





Flags protocol



Table set up, receiving guests & sitting protocol



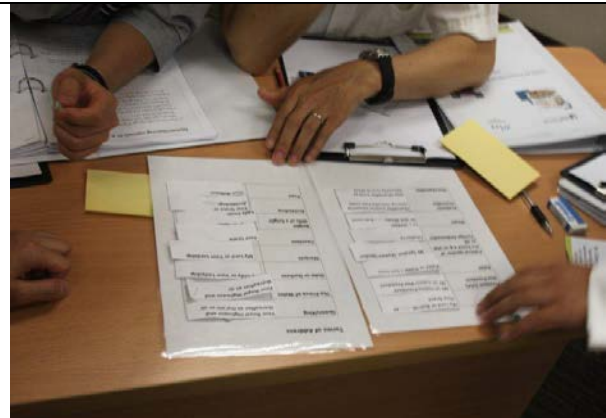
Food safety and F&B services



Valet and in-room dining



Tying bow-tie



Proper addressing and professional language



IVE HoSTS Academic Director – Ms Winnie Ngan, Trainer for Royal Butlers–Ms Patricia and Mr Paskins



Group photo for the 2nd class