

## Certificate Programme for Professional Butlers

**This** 2-day professional training programme is an international collaboration between the London School of Hospitality and Tourism – **the winner of the prestigious Queen's Anniversary Award for Further and Higher Education in the UK**, and the Hotel, Service and Tourism Studies (HoSTS) Discipline of the Vocational Training Council – the leading education and vocational training provider in Hong Kong.

The 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
- Events organizers
- Club Managers of exclusive establishments
- Housekeepers / events 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: 11 – 12 July 2012 (New intake to be confirmed.)

Venue: TBC

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.

**Fee:** HK\$4,800 per participant (For July 2012 intake.)

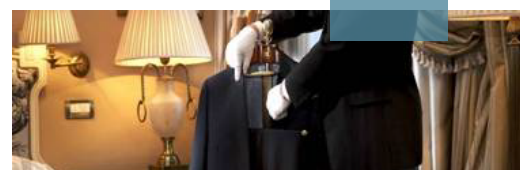
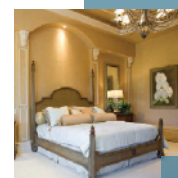
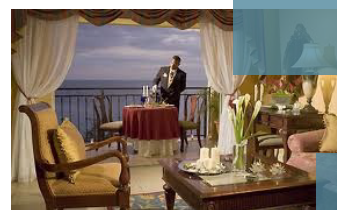
### For programme details and enquires:

Please contact Mr Edmund Chan at 2957 5717 or via email at [edkwchan@vtc.edu.hk](mailto:edkwchan@vtc.edu.hk)

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

#### Notes :

VTC reserves the right to cancel any course, revise course content or change the offering campus(es) before class commencement if circumstances so warrant.



## 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

Patricia Paskins is a Hospitality Professional with many years of industry experience that has spanned luxury accommodation, hospitality events and household management. She is currently a hospitality lecturer based at the University of West London and is also delivering qualifications in a number of prestigious London establishments.

Patricia was fundamental in the development of The Diploma for Butlers and leads the delivery of this programme within a number of the finest and iconic London Hotels as well as the Buckingham Palace and private estates. 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

