



NAI LERT BUTLER

2 DAY

Professional Housekeeping Training

What makes the best concierge professionals in the world?

Teaching skills on how to be the very best in the world of concierge.

More business is lost by faux pas than you may realize. We teach skills that minimize faux pas in luxury concierge services. A concierge professional expert is an advisor, an expert product and service consultant who acts on behalf of the client's benefit.

Training curriculum Professional Housekeeping 2 Days

Day 1

Surpassing principals and guests' expectation.
The professional housekeeper including personal presentation.
SOP (Standard Operating Procedure) for housekeeping excellence.
The language of a professional housekeeper.

Day 2

Room and area check list.
Rooming.
General dining service, room cleaning and set up considerations.
Laying the table.
Towel and gown folds. Turn down excellence.
Napkin folds.

Training Times : Trainer will start at 9.30am and finish class at 4.00pm.

Training Dates :

5 day Butler / Front of House

Sunday 1st April 2018 - Thursday 5th April 2018

2 day Professional Housekeeping

Friday 6th April 2018 - Saturday 7th April 2018