

Butler Course

**STUDY ONLINE, GET A CERTIFICATE AND OPEN A
WORLD OF JOB OPPORTUNITIES IN TOP RESORTS,
HOTELS, CRUISE SHIPS, PRIVATE GAME LODGES AND
PRIVATE RESIDENCES AROUND THE WORLD**



BUTLER COURSE

- In this certificate course, you will learn the efficient operations to hotel cleaning and housekeeping management. Training includes: 5 star butler service, exceeding the guest expectations, luggage packing, booking services for your guests, VIP guests, service food, drink and wine, turndown service, among other topics. This is a complete professional course to train your staff, as well as for individuals who work or plan to work as a Butler in the hospitality industry.
- This is a complete professional course to train your staff, as well as for individuals who work or plan to work as Butlers in the hospitality industry. It is suitable for all hotels, resorts, lodges, guest house and all other hospitality establishments.



OUR BUTLER MODULES?

- Module 1 - Introduction to a Butler
- Module 2 - 7 Star Butler Service
- Module 3 - Table Service
- Module 4 - Bar Service
- Module 5 - Wine Service
- Module 6 - Housekeeping
- Module 7 - Wardrobe Management
- Module 8 - Event Management
- Module 9 - VIP Guests and Executive Areas



INTRODUCTION TO A BUTLER

- Duties and responsibilities of a modern butler
- Adopting a new lifestyle

Etiquette of a Butler

- What you need to consider when welcoming guests



5 STAR BUTLER SERVICE

- Service Excellence
- Grooming and professional presentation
- Developing rapport with customers/ guests
- Complaints and queries
- Guests requests
- Delegation of work
- Guest confidentiality
- VIP satisfaction
- Serving breakfast, lunch and dinner
- Polishing shoes
- Bar set up
- Setting up for events



TABLE SERVICE

- Prep - Mise en place
- Service items and equipment
- Table set up
- Napkin folds
- Serving food – different courses
- Silver service
- A la carte service
- Set menu service
- Carrying trays
- Carrying plates
- Serving and arranging food
- Use of service cutlery and equipment
- Serving beverages



BAR SERVICE

- Beverage knowledge
- Glasses and their uses
- Bar set up
- Stocking the bar
- Restocking and checklist
- Preparing garnishes
- Stock rotation
- Stock take
- Glass storage
- Environmental control
- Serving drinks
- Serving cocktails



WINE SERVICE

- Wine – How is it made
- Blending and Maturation
- Shelf-life for Wines
- Cultivars
- SA Wine Styles
- Sugar or Sweetness in SA Wines
- South African Wine Producers
- Storage and glasses
- Serving temperatures
- Wine tasting terms
- Climate & Terroir
- Wine serving procedure
- Wine and food pairing guidelines



HOUSEKEEPING

- Housekeeping and turn down service
- The art of towel folding
- Courtesy bar/ lounge
- Bed making procedure
- In-room bar set up
- Tidiness and cleanliness of guest areas
- Cleaning the guest bathroom and shower
- Replacing bathroom amenities



WARDROBE MANAGEMENT

- Guest relations
- Hanging procedure
- Laundry Service
- Ironing and Pressing service
- Polishing service
- Packing and unpacking Procedures
- Dealing with VIP Guests
- Tidiness and cleanliness of guest areas



EVENTS MANAGEMENT

- Function Sheet
- Setting up function area
- Setting up according to the number of guests
- Replenishing function rooms
- Inspect rooms
- Equipment inspections
- Range of equipment
- Table Settings
- Buffet set up
- Displaying food items



VIP GUESTS AND EXECUTIVE AREAS

- Dealing with VIP Guests
- Booking external services
- Transport services
- Restaurant reservations
- Delivering items
- Ironing, pressing, packing, shoe shining, etc



COURSE FEE – R4 500 PER PERSON

Online training includes the following:

- Course material sent via email
- Video tutorials
- Assignments

Onsite training from 8 persons upwards

- Discount offered to 12 or more staff
- Prices subject to change without prior notice



SAM HOSPITALITY
CALL: 082 765 9238



info.5starhospitalitytraining.co.za