



Overview

Luxury
YACHT INTERIOR
TRAINING



Introduction

The Exclusive Butler School (EBS) and the Maritime Skills Academy (MSA, part of Viking Maritime Group) work in partnership to provide Luxury Yacht Interior Training (*LYIT*).

The company provides private yacht Butler Training to the interior professional with an exceptional skill set, in order to deliver an outstanding and flawless service. EBS was founded by *John Pettman* who started his career at Buckingham Palace followed by the British Embassy in Paris. John has also worked at many prestigious households and managed multiple properties and staff worldwide for high profile families.

The Maritime Skills Academy is helping the industry set new standards by delivering a higher level of maritime training. With training centres in Portsmouth, Dover and Gibraltar, MSA offer simulator training in BRM, ship handling, tug operations, Polar Code and Engine Simulator in ERM, High Voltage, plus STCW Safety, commercial fire, medical, GWO and hospitality training.

LYIT pride themselves on being exclusive; discretion being our number one priority. We do not participate in any TV or Radio broadcasting, nor do we use third-party marketing companies. All our marketing is managed in-house and should you choose us to provide training, your yacht's name will not be mentioned.



John Pettman
EBS Founder and Managing Director



Matthew Jaenicke
Viking Maritime/MSA Group Managing Director



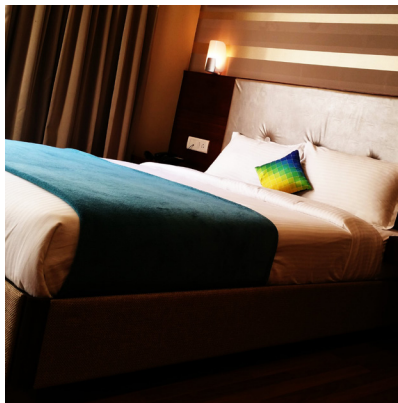
Training modules

At LYIT, we deliver specialist training programmes to suit the needs of our client. The mix of experience our Butler Trainers' have, means you will receive a programme tailored to your satisfaction. Should it be required, we can also offer a consultation service to gain an understanding of your training needs before the programme commences.



General Introduction

- The role of an interior professional
- Interior duties and provisioning
- Personal presentation and appearance



Elite Housekeeping Standards

- Bedroom fine detailing
- Bed-making (*elite standards*)
- Product knowledge
- Laundry training
- Care of fine furnishing and fabrics
- Snagging list
- Stain removing techniques



Etiquette Training

- Greeting and welcoming guests
- Body language and tone of voice
- The language of the professional

Mixology



Introduction to mixology

- Introduction to spirits
- How to balance ingredients
- Method of mixing cocktails
- General mixology approach
- Cocktail/Mocktail training

Private yacht butler training

- The role and duties of the Private Yacht Butler
- The Private Yacht Butler's Unique Skillset
- Formal Dinner Party – Techniques and Tips
- Liaising with the Owner/Principal

Table Linen

- Different sizes of cloths and their applications
- Pressing a tablecloth
- How to cloth a table
- How to box a table
- How to box an L-shaped table
- Mitring the corners
- Napkin folds



Superior table service skills

- The different styles of service
- Order of service guidelines
- Rules for laying the table
- Traditional afternoon tea set-up and service
- Tray set-up and service



Valeting

- Essential valeting skills
- Care of accessories
- Wardrobe management
- Packing and unpacking
- Shoe care



Fine Foods –

Etiquette and Service

- Traditional service of caviar
- Lobster and crab etiquette and service
- The correct technique of filleting fish and carving a meat joint
- Traditional oyster service

Wines



Wine knowledge and service

- Introduction to wines
- Cellar management and storage of wine
- Preparing, serving, decanting and tasting wine
- Champagne and Sparkling Wine – vintage variation
- How to open and serve Sparkling Wine



Specialist training modules

In addition to the above training modules, we also have specialist trainers who work alongside LYIT to compliment the high level of expertise already offered.



Cigar Masterclass

Cigars are the ultimate luxury, and Master of Havana Cigars, *George*, will impart his knowledge and expertise on cigar brands, their history and strength of flavour as well as cigar etiquette. Students will be shown the traditional and correct fashion of presenting and serving a cigar, the correct way to light a cigar as well as storing and aging cigars.

George currently works for one of the most respected names in the cigar world, who opened its first tobacco shop in London in 1947 and who have been trading in fine tobacco and smokers' accessories for over 225 years.



Floristry

Jane has been working in the design field for over twenty-five years, coming to floristry via a career in fashion.

Jane is now the owner of *Jane at Graham Greener*, a successful bespoke florist in Kent, and her goal is to incorporate quality floristry a natural, organic way of life.



Mixology & Barista skills

Steven has years of experience in the hospitality industry having worked in management roles in upmarket cocktail bars, restaurants, and hotels. He has acquired an extensive knowledge and skill in cocktail making and is passionate about passing on those attributes.

Steven specialises in high-level mixology training, delivering a cocktail masterclass including an introduction to mixology, the different methods of mixing cocktails, how to balance ingredients, and creating a range of classic cocktails. He is truly passionate about his craft and always teaches in an enthusiastic, friendly and approachable manner.

Butler Trainers

The Exclusive Butler School Trainers have over *150 years'* combined TOP British Private Household Butler experience, and all have worked for the British Royal Family at venues such as Buckingham Palace and other Royal Households around the globe.



Mark Moynan, Cert Ed, his career in the service industry over *30 years* ago. His vocation has seen him progress from hotels to serving Royalty, as well as teaching. *Mark* was the programme leader for a prestigious catering college that supplied Butlers to Royalty and Embassies around the world. Working for The Royal Household for many years, *Mark* is now the Company Butler for Exclusive Household Staff working in the private homes of ultra high net worth individuals, Royal families and heads of state.



Lyndon Miller was welcomed to the Exclusive Butler School as a Trainer after a long, distinguished career spanning all areas of the butler field. He began his career working at high-profile events in London. He also had the good fortune to work for the Royal household serving esteemed guests at state banquets in both Windsor Castle and Buckingham Palace. In addition to his experience as an Events Butler for UHNW clients and as a Royal Butler, *Lyndon* also possesses nearly a decade's worth experience in the corporate field at one of the most prominent global banks. His most recent position was working for a seasoned politician, not only as a butler, but also as a cook and chauffeur. All in all, *Lyndon*, with his burning enthusiasm to teach, is excellently placed to deliver world-class training, with his vast breadth of knowledge a valued asset to the Butler School.



David Herlihy is an experienced travelling butler who has spent the past *30 years* working for a HNW family in Los Angeles, responsible for all aspects of the family's travel, ad-hoc and seasonal. *David* is also experienced within the aviation industry, both the private and commercial sectors, and has worked overseas in Africa, the Far East, Middle East, and Europe.

The past couple of years *David* has been specifically working as a Butler Trainer on private yachts, Royal Palaces/ Embassies, private households, as well as private aviation.



Ronja Thielmann grew up in the small town of Rendsburg in northern Germany, close to two well-known yacht building shipyards and the Kiel Canal. This led to her involvement in yachting and shipyards starting in 2008, building a career in yachting and hospitality ever since. During her career, *Ronja* has worked, amongst other positions, as operational chief stewardess both at sea and in the shipyard, attending to a variety of high-profile guests including UK and other Royal families.

More recently *Ronja* worked as butler at The Savoy Hotel. Her experience and expertise span from shipyard refits, to housekeeping, valet service, silver service and butler service to

name a few. *Ronja's* passion lies in providing the best service possible for guests and clients, and she has always enjoyed sharing the knowledge she gained over the years, passing on information, sharing and seeing junior crew learn and grow.



Sadie Rice is a highly experienced Housekeeper, having worked for a variety of British Royal family members for over a decade. Her initiative and methodical way of working has seen her fulfil a wide range of roles within the domestic world from laundry, dressing, and managing personal appointments. *Sadie* studied art and design whilst at school, which has provided her with a keen eye for detail and allows her to maintain the highest level of standards for work. *Sadie* enjoys sharing her expertise and knowledge with others.



Andrew Fishpool started his career in 1994 working for the British Ambassador in Paris where he spent three and a half years looking after the Ambassador and his family, as well as hundreds of VIP guests. Andrew then returned to the UK to work as a butler to the American Deputy Minister in London, running his private home for over two years.

In the subsequent 15 years or so, he has worked for Bocket Hall, Ashridge Management College, BMW, and a private household in Hertfordshire, as well as looking after VIPs as a butler at major sporting and events across the UK.



Daniel Harrison possesses over 15 years' hospitality and private service industry experience. *Dan* initially studied Catering at Thanet College, before moving on to work as a footman/butler at Buckingham Palace and Windsor Castle, followed by the British Embassy in both Washington and Paris.

Dan then spent a few years as the Private Butler to a high-profile Swiss family, serving royalty and highly esteemed guests all over the world. Prior to joining Exclusive Household Staff, *Dan* was the General Manager for over six years of a family-owned boutique seaside hotel and restaurant in Kent.

Training Costs

Bespoke Training Pricing:

The costs are per Trainer and exclude VAT which is charged at 20%.

Please note that for overseas training, the client would need to provide travel, food, transfers, and accommodation for each Trainer.

Per day (8-hours; 2 modules): £1,600.00



Terms and conditions

Contract

All services provided by LYIT are subject to the terms and conditions contained within this contract.

These terms constitute the legally binding contract (the 'Contract') between you, the Client, and LYIT.

Any bespoke training request will be subject to written acceptance by LYIT, and the Contract is effective from the date of such written acceptance.

Training

Bespoke training is subject to a minimum 4-hour booking (one module). The bespoke training programme to be provided will be agreed between you, the Client, and LYIT.

LYIT will be entitled to change the timing and to substitute any Trainer at any time.

Fees

Confirmation of a bespoke training request is subject to payment of a non-refundable deposit of 50% of the training fees, and must be paid at the time of booking to secure the Trainer/date requested.

Following acceptance by LYIT of your application, you will be contractually bound to pay the full amount of the fees.

All fees must be paid not less than 14 days before the start of the training.

Conduct

If EBS considers that any person you have enrolled on to the training behaves in an unacceptable manner, LYIT will be entitled to cease their training. No refund of fees will be made.

Termination

You may only terminate the Contract in the circumstances set out below.

You may only terminate the Contract if you give LYIT written notice of termination and LYIT receives such notice not less than 6 weeks before the start of the training.

Provided that LYIT has received your notice of termination prior to the deadline, LYIT will refund any fees paid but will be entitled to retain any deposit. If the course has been paid in full, LYIT will charge an administration fee. You must receive confirmation in writing that LYIT has agreed to terminate the Contract in order to be eligible for a refund.

The confirmation should be obtained for your records.

You may terminate the Contract (and have all monies paid returned to you) at any time during the period ending on the day falling 14 days after the date of the Contract as stated above. Notice of the termination must be in writing. To be effective the notice must be posted or delivered no later than the last day of the 14-day period set out above. If training commences prior to the expiry date of this period, you will lose your right to terminate.

If a person that is placed on the training course fails to attend for any reason, they would not be entitled to a refund or a re-booking of another training date.

LYIT will be entitled to cancel any training at any time subject to the repayment of any deposit and fees received in respect of the training which has been cancelled.

In the unlikely event of cancellation of training by ourselves, we undertake to offer a suitable transfer to an alternative date or a full refund (within 7 days) of any fees.

We advise that if you are booking your own accommodation/flights/travel that you take the above into account, as LYIT cannot be held liable for any third-party costs incurred, such as travel bookings, in the cancellation of training.

You are advised to take out a suitable insurance policy.

All refunds are made to the source of the initial payment, i.e. fees paid by a credit card can only be refunded to the same card.

Liability

LYIT will not be liable for any loss suffered by you which is indirect, special or consequential.

LYIT will not be liable for any loss suffered by you resulting from any event which is beyond the reasonable control of LYIT.

Items of special value must not be brought to the training. LYIT will not accept responsibility for the loss of any personal possessions.

Confidentiality

You and your staff may come into contact with confidential information during your association with LYIT. Any information regarding any candidate, client, employee or business matter of LYIT or any other organisation that comes to your attention, must be kept in strictest confidence.

Any confidential material of any kind, including course material, must not be removed from any of the premises visited during the training unless authorised to do so with the express permission or direction from an LYIT member of staff.

General

The Contract contains all of the contractual terms agreed between you and LYIT.

No failure or delay by LYIT in enforcing any of its rights under the Contract shall be deemed to be a waiver of such right.

The Contract shall be governed by English law.

Data protection

Any personal information you provide will be processed in accordance with the General Data Protection Regulation (GDPR). We will use the information to process your booking, provide this Contract, and provide the training. Our full Privacy Policy can be found on our website:

exclusivebutlerschool.com/privacy