

Butler Service Training

Gone are the days when guests were satisfied with a polite concierge, a comfortable room and breakfast served with a smile. Today's guests are demanding a personalized service experience.

To meet this need, LSL is dedicated to raising service standards through innovative on-site training.

Our aim is to provide you the skills of a professional Butler giving you a competitive edge in delivering your business results.



Butler Program Objectives

- Transfer practical "hands-on" skills which your employees can use everyday
- Understanding intuitive, genuine service in creating exceptional experiences
- Influence your employee's attitude & mindset to embody the "Butler Spirit" which aims at perfection, attention to detail and life style.

Program Key Points

Service Traits & Personal Presentation
Theory on Personal Service
Communication
Protocol & Etiquette
Meeting & Receiving Guests
Daily Butler Activities
Event Management
Food & Beverage
Table Management
Security

Hospitality is our deed

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Katrin Zwirglmaier



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