
Polo & Tweed
Raising The Bar in Training
www.poloandtweed.com

Polo & Tweed - Raising the Bar in Domestic Recruitment & Training

Founded in 2015, by CEO and founder Lucy Challenger, Polo & Tweed are a luxury training & recruitment specialist. We provide training services for clients, corporations and individuals who wish to take their service and training to the next level of excellence. Based in the heart of Mayfair, the team is led by CEO Lucy Challenger.

- **We offer 'off the shelf' or 'tailor-made' training solutions for luxury homes and corporations who are looking to take their service and skills to a new level of perfection.**
- **We offer in person management support and training.**
- **Alongside this, we offer extensive recruitment support, from actual recruitment, through to using our vetting processes honed by years of experience.**
- **We also offer White and Black label options for our clients wanting to access our online training in bulk for their own students.**
- **We also offer one off consultation or continuing consultation packages to help guide and support the needs of our clients around the world.**

Team

These are the key team members which lead the training & recruitment department in Polo & Tweed.

Founded by Lucy Challenger, Polo & Tweed are a globally recognised brand. We are market leaders in our specialism and field.

We work with global clientele and focus on client satisfaction and retention at the heart of our business model and core values.





Additional Team








Gabriela is a Recruitment & Training Consultant and is dedicated to finding the perfect candidates for her clients around the world. She works with major accounts in both recruitment and training. No task is too small or big for her! Coming from a management background, she knows how to get the job done,

Nicole is our Personal Assistant and Administration Assistant and assists the team with all aspects of organisation, candidate care and client happiness. She is efficient, friendly and with a beauty and spa background brings a touch of mindfulness to the team!



Peter is one of our trainers and works with our clients around the world helping support them with their training needs. He is ever the discerning gentleman and his fun fact is he once served her late Majesty The Queen!

Nicola is our Talent Manager and works with the team to manage the publicity and media which the company receive. She is a highly experienced manager, and her fun fact is she managed Gillian McKeith!

Kevin is our Website Technician and works to ensure our technical systems run smoothly, securly and efficiently. He is always willing to help and his fun fact is that he once appeared on BBC news!

James is our Accountant and ensures that our books and numbers all balance! He is a family man, who always has an accountancy joke up his sleeve to lighten the mood and his fun fact is that he used to play lead guitar for a well known rock band!

Mark is our Lawyer and ensure that all our legal compliance and matters are handled smoothly and efficiently. He is a top chap, and his fun fact is he once won a large amount of money on the lottery!

Domestic Staff Training

Alongside our recruitment service, we can offer training services. This is selected by clients who require their current staff to have enhanced skills, or by individuals looking to increase their skills and continue education. We offer the above training, and much, much more in terms of solutions for current staff and the challenges that any household, or high-end venue may face.

Private Training: can be booked by anyone wishing to undertake private group, or one-to-one training. This can be taught in-situ (the client's home, hotel, or yacht), at a chosen location or our training venue. We teach globally and are able to send our trainers to location 365 days of the year. Whatever skills are required to be developed; we work through a detailed consultation process to the final execution of the training.

Online Training: can be accessed by students in any time zone in any country, every second of the day! Our entire course content can be available to buy in individual courses or bulk purchases – and our interactive online portal takes students through each module, with certification being awarded at the completion of the course.



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Consultancy Services

Lucy Challenger, CEO and founder of Polo & Tweed is highly skilled at diagnosing, observing, and building detailed reports for large properties, venues and hotels that face challenges with their staff and estate.

Our highly bespoke, personalized consultancy will give you access to Lucy, her head trainer, and the Polo & Tweed staff, to ensure that you will have complete satisfaction with the desired outcome. Tell us what your needs are, and we will fix all the problems.

This is a fully customizable package, based around your specific needs. We can support you remotely, and in person, and we can step in to look ‘under the hood’ of the issues being faced and provide the perfect solutions.



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Deliverables

Our deliverables adjust depending on the client we work with, their personal approach and desire for how they wish their property to be run, and then, in turn, the learning objectives and goals we are looking to achieve. Human beings are not an exact science, and with recruitment and training we are always looking for new ways to make the perfect match, and create the most positive environment for educational adaptation.

Staff Recruitment

96%

We see an extremely high percentage on staff placement success.

Staff Training

89%

We see a dramatic increase on staff skills after training - giving positive reinforcement to the existing team members and creating stronger onboarding processes for new members of staff.

Client Happiness

100%

We've seen 100% of our clients satisfied with the work we provide them with a direct ROI across the range of projects we work on.

Training Support

When clients identify that existing, or new to be recruited staff may need training, we look to undertake a detailed consultation project and training programme. This gets results for the client, but also we see a staff productivity, staff retention and staff happiness increase.

Client Implications:
With limited time, our clients come to us for a full range of training services, from off the shelf training through to fully bespoke packages created around the specific property needs.



Photo taken on Polo & Tweed Training with Castello di Casalborgone, Italy

Client Journey - In Person Bespoke Training



1. Consultation Phase

This can be optioned as a stand alone detailed report, which is built from team members attending the venue to review, interview, diagnose, and consider the current situation and potential training objectives, and goals.

2. Tailor Made Training

Following on from the Consultation Phase and written report, we look to develop a specific proposal for tailor made training based around your home and it's training needs.





3. Execute

We now execute the training for the client at the properties. This is performed over concurrent days or over a period of time, with the ability to offer one off future training days.

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Previous Clients

We have worked with some of the world's most famous, and well known brands. Many of our clients have specific NDA in place, and many of our HNW clients and property portfolios choose not to be mentioned. Here are some of the brands we have worked or consulted with which we can share with you.













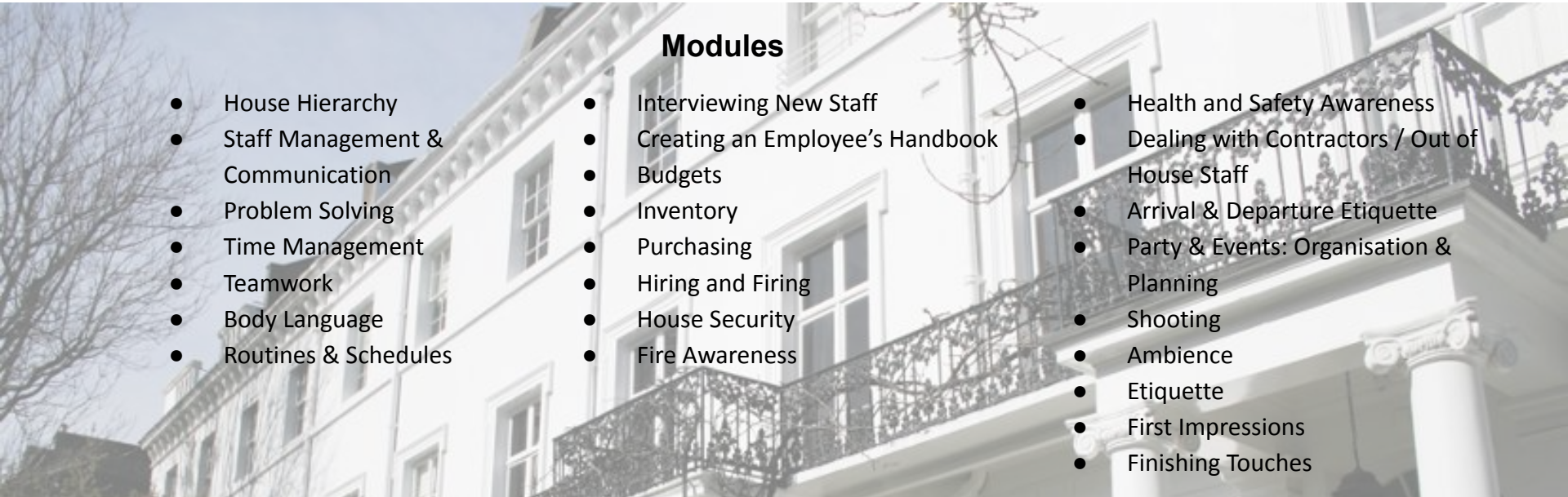




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House & Estate Management, Hierarchy & HR

The management of the house is an important role in any property, from private homes through to hotels and yachts. Inspired by 5* luxury service, we aim to train every student either on a one-to-one or group environment to the very highest standard of house management. So regardless of the situation you work within, your understanding or staff and house management is to the highest level. Polo & Tweed are leading professionals in the art of house management. We welcome you to redefine how you approach management.



Modules

- House Hierarchy
- Staff Management & Communication
- Problem Solving
- Time Management
- Teamwork
- Body Language
- Routines & Schedules
- Interviewing New Staff
- Creating an Employee's Handbook
- Budgets
- Inventory
- Purchasing
- Hiring and Firing
- House Security
- Fire Awareness
- Health and Safety Awareness
- Dealing with Contractors / Out of House Staff
- Arrival & Departure Etiquette
- Party & Events: Organisation & Planning
- Shooting
- Ambience
- Etiquette
- First Impressions
- Finishing Touches

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Our Trainers

Polo & Tweed trainers are of the highest calibre. They have worked professionally for many years as Butlers, Estate Managers, House Managers and Housekeepers and understand that service is a fine art, skills that should be honed and developed with care and consideration.

We have a range of trainers to suit a variety of client's preferences, including both female and male housekeeper and house managers, with varied backgrounds in private households, royal families, house and estate management, etiquette, the yachting industry, luxury hotels and much, much more.

Our Head Trainer is Alexandra who has worked extensively in training and specialises in the luxury industry. She is able to build confidence, skills and allow staff to shine. She teaches in our group, private and online training.

Peter is a highly sought-after British Butler, who has worked in training Chauffeurs through to Silver Service. His eye for detail, his inspiring personality and his ability to inspire his students always shines. He has worked around the world and understands the different needs and etiquette of the different cultures. Peter is a wonderful trainer who our students love. He teachers our group, private and online training.





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Sam is one of Polo & Tweed's most sought after trainers. From a British Royal background, Sam's career has led him to be one of the highest calibre Butler trainers. He is youthful and modern and understands what 5* luxury service is. Sam teaches our group, private and online training.



Hugh is considered a traditional British Butler. Having worked extensively for HNW, Royalty and celebrities throughout his career, Hugh understands what it takes to get the job done. He is effortlessly polite and well-presented and kind, with a brilliant energy and spirit. He teaches our group, private and online training.



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Our approach to training

Polo & Tweed believes that the quality of the training is key to deeper understanding. We teach in either private one-to-ones or small groups, as we believe that this way the student is able to ask as many questions and spend as much time as they require on the areas they find challenging. Each student is unique, and we understand that with many students English is a second language, therefore we give them the support and guidance they need. Practical application is key, and although we encourage students to take notes, we focus the training on practical application. After all service is a fine art and must be practiced until perfect!



Certification

At the end of each training course, the student will be awarded a full certificate with the dates of the training and the specific training modules completed. We will present the student with a gold frame certificate and a digital copy will be sent for the student's records. If a venue or company would like to be awarded a certificate for having their staff participate in the training this can also be arranged at request.



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Reviews

We value that each client and course participant may wish to keep their identity confidential, however at the end of each training we take a detailed feedback from the course participants. Below is a selection of some of our fabulous feedback!

Dan - February 2022 - Private Training
Alex came to my property to teach my estate manager and my housekeepers in order to improve their skills in areas we felt they were lacking. I was incredibly impressed with the training, both from the prior consultation phase through to the actual training. We will continue to have Alex return to work with my staff. Thank you.

Charlotte - November 2021 - Private Training
I sent my member of staff to train with Alex and Polo & Tweed, as I wanted my staff to have additional skills in housekeeping, front of house, etiquette and Silver Service. Alex was outstanding and far surpassed my expectations - thank you for the incredible support and training you provided to us.

Andre - August 2021 - Housekeeping Online Course
I chosen Polo & Tweed to improve my housekeeping skills and I couldn't be more happier! The explanation of the videos and information is very useful. I'm halfway to fulfill my expectations in being a good Housekeeper and they show us exactly how. Hoping for a next course soon!

Udarshana - July 2021 - House Management Online Course
One of the best online institute you can invest. The Journey with well qualified and professional team leaders teach with best knowledge on the subject, where you could apply them in your daily life. The Staffs are 24 hours available unlike the other institutes I have come across in my life, and they are very much understanding and supporting too. All the best you the team.

Joseph - January 2021 - Silver Service - Private Training
Upon making first contact with Polo & Tweed until completing my Silver Service Training Course my experience with this company was a complete pleasure.I had booked onto the group training which was to be held at a hotel in Windsor. Unfortunately, due to COVID the hotel had to postpone the scheduled course date. This was swiftly rectified when contacted offering me a free upgrade for their 1-to-1 training course with their Head Trainer Alex with a similar course date. The course itself was an amazing experience and something I will remember for a lifetime, situated at Alex's beautiful home. Alex is a lovely lady, very welcoming, professional and her experience within the industry really showed throughout, tailoring the course to best suite your own personal requirements. I would recommend Polo & Tweed's Silver Service Training Course for anybody who has a passion for the industry or wishes to develop their skills further.

Tea - December 2020 - House Management In Person
I completed my Household Management course with Polo and Tweed. The CEO of the company was excellent really answering every single one of my lengthily bullet-point questions, before booking about the depth of the course. The training is taught at high quality with detailed and niche modules, nowhere else I had search for would offer, due to Polo and Tweeds individual staff specialism and outstanding international industry experience. I really appreciated the insight my trainer had and how he focused on my existing strengths and skills whilst clearly explaining things I wanted to understand more thoroughly.

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Brigit - February 2020 – Housekeeping In Person
I joined this course as I wanted to learn about housekeeping for my own home. I would 100% recommend this to any friends. The training was excellent with a good balance of theory and practical, with lots of time to practice the tricky skills like ironing. Our trainer was amazing! I was very happy with the training and the organisation both before and during the course. Thank you.

Paraskevi – January 2020 – House & Yacht Management In Person
I took the course to find new opportunities in my career, the trainer was very experienced and shared all their knowledge, it was very satisfying and a reason to recommend this training to anyone! Thank you for all your help.

Izabella – January 2020 – Silver Service In Person
Booking this course was very easy to do. I was looking for a Silver Service course having read other feedback – now I know why! The training was amazing, all the questions I had were answered, our trainer was amazing, and my knowledge is now very comprehensive and strong. I would love to come and train with Polo & Tweed again – thank you very much!

Leya – November 2019 – Housekeeping In Person
My principal booked me on this training. I would definitely recommend it, lots of practical experience and information and I learnt a huge amount. The trainer was easy to understand (English is not my native language), and the knowledge they have is fantastic. Thank you for a brilliant three days, I learnt more than I thought I would!

Stefano – June 2019 – Corporate Booking
I really enjoyed the training as I found the theory interesting behind the practical skills which I was familiar with, I didn't know Silver Service, and I enjoyed learning it and practicing it! It is always necessary to have passionate growth in the hospitality world, and the trainer has a great knowledge about service and hospitality in general. This is a high-level course.

Beatrice – June 2019 – Corporate Booking
I found the course very interesting and I learnt a great deal about the rules of high-level service. I was particularly interested in the wine decanting and the differences in services between cultures. I do recommend the training I received.

Lea – May 2019 – Silver Service & House & Yacht Management In Person
I took the course to finish my skills and experience, and to learn new skills. I would absolutely recommend it to everyone as I truly enjoyed it! I learnt a great deal and the trainer is outstanding, and both professional, caring and assertive. Thank you!

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Robert – March 2019 – Silver Service - Private Training
I wanted to refresh and learn more service skills. I really enjoyed the practical and the general atmosphere during the training. I would highly recommend this course to my colleagues in the yacht industry. Thank you for the training, and I feel I am walking away more knowledgeable. I look forward to future courses.

Sidney – September 2018 – Housekeeping In Person
I joined the course to improve my housekeeping skills and knowledge. I would very likely recommend this training as it was professional and extensive. Alex the trainer was very knowledgeable, she was patient and understanding and very approachable. It was a fabulous course; I would recommend Polo & Tweed to everyone!

Adam – September 2018 – Housekeeping In Person
I would recommend this course as it was thoroughly enjoyable. I gained a great understanding of the industry and additional techniques. The trainer was extremely knowledgeable and had an excellent approach. A good mixture of classroom and practical.

Erik – September 2017 – Silver Service In Person
I would very likely recommend this to any friend or colleague, as the instructor was challenging and inspiring. I particularly liked the hands on practical aspects of the course. The trainers knowledge is 10 out of 10!

Katherine – September 2017 – Housekeeping & Silver Service In Person
The course is a really great format, having interactive elements mixed with videos and practical sessions, the trainers knowledge was utterly brilliant, both incredibly knowledgeable, with very helpful feedback. Brilliant communication and very encouraging when you struggle. I can't believe how much I've learnt from such experienced trainers. It's been utterly brilliant.

Mohammed - April 2017 - Corporate Booking
We took part in the training to improve our company service procedures on the private jets. Found the training via Google, and would recommend this training to colleagues or friends as it was very helpful. I really enjoyed the practical and group training elements, and the trainers knowledge was excellent.

Victoria - April 2017 - Corporate Booking
I joined this course to improve the standards of our airline, we found the course via Google. I would highly recommend Polo & Tweed, so much information was provided with little hints and tips and tricks. I particularly enjoyed the role play, demonstrations and videos. The trainer was incredibly credible with his professional background.

Katie - March 2017 - Silver Service In Person
I took part in this training to gain a qualification and deepen my knowledge, I found Polo & Tweed via Google. I would be likely to recommend it to friends and colleagues as it was a short but intensive course that gave me useful information. There were friendly people and a good presentation, the trainers knowledge was very good.

Ana - January 2017 - Silver Service In Person
I joined the course to learn the proper way of silver service that will help me in my future career. Found the course via Google. I would definitely recommend it to anyone that wants to get great knowledge about this subject. I like the fact that the trainer is a Butler and speaks from personal experience. He is very passionate about his work and I really appreciate that. I really enjoyed the course and I look forward to staying in touch about future courses and job opportunities.

Emma - November 2016 - Silver Service In Person
I joined the course to give me confidence in service whilst working on board a yacht. To know the correct way of service. I found the training via Google. I would be highly likely to recommend this to any friends or colleagues. The trainer was very knowledgeable and relaxed. The room, the trainer, the equipment and the practical elements were all great.

Training to Perfection – XXXXX















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Contact Us

We are always delighted to discuss bespoke and tailor made packages to suit any client or student. You can email, call or pop in for a quintessential cup of tea. We are also able to send a consultant to your home, yacht, jet, restaurant, chalet, office, venue or hotel for a private consultation should you require.

Call us: +44 (0) 203 858 0233
Email us: info@poloandtweed.com
Visit us (by appointment only): Green Park House, 15 Stratton Street, Mayfair, London, W1J 8LQ

