



THE LONDON ACADEMY
AT
JANE URQUHART LIMITED

BESPOKE TRAINING

Bespoke Training can be designed for any employer who needs to enhance the professionalism and skills of their employees. We have provided bespoke training for clients in private households, on private yachts, in Middle Eastern palaces, in boutique and large hotels, for private jet attendants, for chalet staff, for chauffeurs in industry, for shops and department stores. We have also provided customer service and relationship skills to commerce and industry.

We offer a menu of possibilities which can be combined, amended and given a personalised "tweak" to ensure that the training is geared absolutely to meet the specific client needs.



MENU

Management, staff recruitment, systems and accountability

all aspects of running a busy establishment, whether it be household, yacht or chalet

Protocol and Etiquette and dealing with people at all levels and in most situations

Service of food and wine in a dining room

different occasions and meals from the simplest to the most complex - from early morning tea trays to a formal dinner party

Wines and cellar management

developing an existing or proposed cellar, including inventories, storage, supplies and advice on buying for drinking as well as investment

Valeting - for both ladies' and gentlemen's wardrobes

ironing, laundry, care of expensive fabrics, laying out clothes, packing, unpacking, storage and organisation and accountability for a complex wardrobe

Laundry and ironing skills in general

keeping a well organised laundry system

Cleaning - from top to bottom

products, eco-friendly households, systems and methods

The country house - shooting party

general training within a country establishment

Flower arranging and preparing a household for a special event or Christmas

Looking after people at all levels and cultures

dealing with difficult guests, problem solving techniques and risk management



Our tutors are all professionals with extensive training expertise and experience. Some bespoke training lasts half a day, some training lasts up to three/four days. A London Academy certificate is given at the end of a course.

For more details contact: Jane Urquhart, (BA, PGCE, FETC) Principal. Belinda Hunt, Vice Principal
Telephone: +44 (0) 207 738 1262 **Mobile:** 07885 893985
info@janeurquhart.com www.janeurquhart.com
51 Whistlers Avenue, Morgans Walk, London SW11 3TS
Company No. 6685318