
International Domestic Placement Group

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LANGUAGE - A BUTLER'S VERBAL STYLE

NO

Can
Another
More
Insist
O.K.

YES

May - 'May I freshen your glass, sir?'
Very good, Ma'am
Certainly
It's a pleasure

When someone (a guest) says that there were others who didn't enjoy a particular part of the evening, say - 'I'm sorry sir, I am not an expert on wine - you'll have to speak to Mr. Lee about that. I'll be sure to pass along your comments.' or- 'I'm new to the world of wines, I hope to learn more some day, but I couldn't comment on tonight's choices.'

It is a courtesy and shows respect to knock prior to entering any room - all staff.

Smiles are infectious - use them! Say good morning!
'Ladies & Gentlemen, when you have finished your drinks, dinner is served.'
'L&G, dinner is served'
'The more I know about you, the better I can serve you.'
'May I tempt you with some beef, sir?'
'The chef/ Mr. Lee would be delighted'
'Weedon, can you get me another cigar for the road, please?' 'Let me check, sir.'
'Let me bring/ fetch you a new one, sir'
'I'm sorry sir, but this was a limited supply and I'm afraid we have run out.'
'Certainly sir, I'll make you a fresh one'
'I'll pass your message on, sir.'

'Um, sir, if I may say so, your blue looks perfect with that suit.' "Not this one, Watson?" 'That one is great with your gray suit - the blue tie is stunning with this suit.'

BBB = Baffle them with Butler Bullshit!

If it's good enough for Buckingham (or any other) Palace, it is good enough for Mr. Joe NewMoney!

'I do apologize sir, this is the way they taught us at the Palace.'

** When confronted with situations between Mr & Mrs Lee, you must not get involved. 'Not to my knowledge, ma'am'. 1. If you say 'YES', you and Mr. Lee are in trouble. 2. If you say 'NO', you are lying. Never come between a Husband and Wife. When asked to decide/ break a tie/ deadlock/ give an opinion: look at them, with a twinkle in your eyes and say 'I think you are both right!'

Brinkmanship -bluffing someone into a better price (can happen on either end - one pays less or one receives less).