
International Domestic Placement Group

www.DomesticPlacementGroup.com

Receiving Visitors

*RING*RING* - Jacket on- check reflection - open door.

'Good morning Mr. Jones, Mr. Smith IS expecting you. Please come through.'

(STOP CAB) 'Is that your cab, sir?'

(if yes) 'Do you have everything, sir?' (list items: gloves, hat, newspaper...) (if yes, wave cab on and close door)

'May I take your coat, sir?'

'Would you like to freshen up before I show you through?' (if yes, inform Mr. Smith of visitor's arrival)

'Mr. Jones has arrived, sir and is freshening up.' (return to the area, keeping out of sight)

'May I show you through now?'

(knock and open door) 'MR. JONES _ sir.' Enter and wait for refreshment order.

If visitor does not want to freshen up, say ' Would you please wait here just one moment while I inform Mr. Smith of your arrival?'

When Mr. Smith is detained, make waiting guests very comfortable, checking on them every 20 minutes. Spoil them - give them everything they could possibly ask for - before the ask, then ask if there is anything else they need. Due to his being inconvenienced, offer a cab or driver when he is ready to leave.

If the visitor has left something in the cab, NEVER leave the door unattended when it opens directly onto the street. Wave cab driver to help you or get a member of staff to run out for you (when a guest is particularly slow, ill or elderly. Explain that you cannot leave the house - 'house rules'.

Ask your employer EXACTLY who is allowed to call on the family unexpectedly. 'Anybody' vs. 'everybody' is very different. Parents/ children/ siblings/ friends...

Always be aware of vendors & packages that are due to arrive in the next few days. If one arrives that is not expected, turn them away. Inform employers because they may have forgotten to inform you that they were expecting something.

When phone/ gas/ electric repairpersons show up saying that there are problems in the neighborhood, they have checked everything on the outside and now must check the inside, take their badge/ ID card and call the company. Confirm that there are service people in the area.

Telephone

'Good Morning___ The Smith residence___ Mark the butler speaking___ may I help you?' (NOT 'How may I...')

'Hello, may I speak to Mr. Smith, please?'

'Who is calling, please?'

name?

'I only wish to speak with Mr. Smith.'

Contact Mr. Smith and inform him that you don't know who's is calling, if declines the call:

'I'm sorry sir, Mr. Smith is unable to take your call at this moment, would you like to leave a message?'

'When will he be available?'

'I'm not at liberty to discuss that. Thank you for calling.' Hang up.

'I'll pass along your message' - NEVER say that Mr. Smith will return any call.

Yes - ' please hold while I connect you, sir'.

Meeting A Visitor - at an Airport or Train Station

1. Ensure the car is in perfect condition inside and outside, fueled, 2 newspapers: one is local, the other from the guest's home town if possible, if not a national paper will do nicely.
2. Ensure I am dressed well with fresh breath.
3. A few hours prior to arrival (or once the plane/ train has departed) ensure there are no delays/ diversions, etc by contacting the carrier.
4. Arrive, park and be in place at least 15 minutes prior to actual arrival (could vary from scheduled arrival time). Work backwards in time to figure out when you should leave the house/ office to arrive with plenty of time.
5. Have a meeting point prearranged (at gate/ platform/ baggage claim/ curbside).
6. Have a sign saying 'Mr. Green'. Verify the person's identity by asking 'who are you expecting to meet, sir?' Mr. Smith. 'Right sir, I am representing Mr. Smith. Please allow me to take your luggage. Would you like to freshen up?'
8. While the VIP is freshening up, phone Mr. Smith/ home/ office to notify you have picked up the guest. This is for security reasons - should something happen there is a frame of reference as to who was with you and how far you got in the process of your duties.
9. 'The car is in the carpark, would you like to walk with me, or rather I drive around for you?'
10. When arriving at the car together, open the door for the guest then place the luggage in the boot. 'Would you like to be seated while I stow your luggage?' Your attention must be on the luggage to ensure nothing is pilfered by a stranger.
11. If you are collecting 2 guests, and one is a lady, ask 'Where would you like to be seated, ma'am?'
12. When seating a guest in the car, open the passenger side rear door for his entrance. Demonstrate, from the driver's side rear seat, the location and operation of all the car's amenities (bar/ fax/ phone/ DVD, etc...) and the newspapers. If the guest prefers to sit up front and asks to do so - say 'Certainly, sir.'
13. When driving through town, offer a mini tour (if time permits). Do NOT pretend you know anything about the area/ buildings/ city that you do not know.
14. When 5 minutes from destination, phone ahead to the office/ home to notify of the VIP's arrival 'We will be arriving in 5 minutes'.