



Butlers & Household Managers: 21st Century Professionals

Steven M. Ferry

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Butlers & Household Managers, 21st Century Professionals is designed to assist those seeking a new and rewarding career as a butler or the American equivalent, the household manager, as well as those seeking to employ them, whether in stately home, hotel, corporate setting or elsewhere. In the increasingly competitive and mechanistic world in which we live, service is often the only differentiator between one provider and another. Having a competent butler is one way to develop that much-needed edge. Butlers & Household Managers, 21st Century Professionals is also useful for any man or woman who would like to use some of the butler's know-how to enhance his or her own life style. The many checklists in Butlers & Household Managers, 21st Century Professionals cover every kind of situation a butler deals with and are designed, in conjunction with the chapter they supplement, to walk a person successfully through those situations and so increase his or her confidence. No amount of copying actions mechanically will make a butler, however. It is necessary to understand the point of view of the butler to then handle any given situation as a butler would. That is why chapters are provided to explain the butler rationale.

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