

She gives you guidance on how to behave in any situation



Alumna Fiona Cameron-Williams (93) has launched her own company [FCW Hospitality and Private Residence Consulting Inc.](#) based in New York City. Fiona is a trained and certified "Corporate Etiquette and International Protocol consultant" by [The Protocol School of Washington](#) and has experience from both the private service and hospitality services. Soft skills are crucial in the workplace and Fiona provides customized training programs in a variety of venues world-wide.

After graduating from Les Roches, she went to work in the Middle East where she spent ten years serving Royalty in Bahrain. She was charged with many tasks including the management of protocol for VIP events, supervision of visiting

dignitaries and the recruitment of service professionals from various parts of the world.

Her next role brought her to the USA where she managed numerous homes for the CEO of a Fortune 500 company and his family. Fiona was then given the opportunity to shape new traditions as Head Butler at the [Cloister Hotel on Sea Island](#) where the aim was to create a balance between the formal butler service found in Europe and Southern hospitality that is what differentiates Sea Island from other exclusive US Resorts. Forming and managing a team of 65 was a revolutionary development for the industry.

More recently, Fiona was charged with the management of multiple properties for a Real Estate mogul in VA. Due to the international aspect of this role, visitors and guests included numerous Heads of State, business leaders and Foreign Dignitaries. Areas of International protocol and diplomacy were key. Training staff and directing them on how to provide a superior level of service was crucial.

Fiona has an upcoming speaking engagement at the IAPSP Second Annual Conference for Private Service on 23-26 September 2010 in Houston, Texas. Her presentation "Dine like a Diplomat & Creating Success with international protocol" will in a first session treat how to prepare and present an entertaining event for dignitaries, including proper invitations, greeting and announcement of guests, seating and toasting. The second session will discuss the importance of rank and status on the world stage as well as international handshakes, body language, greeting and conversation do's and don'ts.

As from July 2010 you can find Fiona in the exclusive Cambridge "Who's Who" registry.

The logo for FCW Hospitality and Private Residence Consulting, Inc., featuring the letters "FCW" in a stylized, cursive, gold-colored font.

HOSPITALITY AND PRIVATE RESIDENCE CONSULTING, INC.