

Eticlass

BRITISH *Butler* INSTITUTE®

CHANGING PEOPLE'S LIVES



Bearer of The Crest®
BRITISH BUTLER INSTITUTE
AUTHORISED LICENSEE

Front of House Professional Program



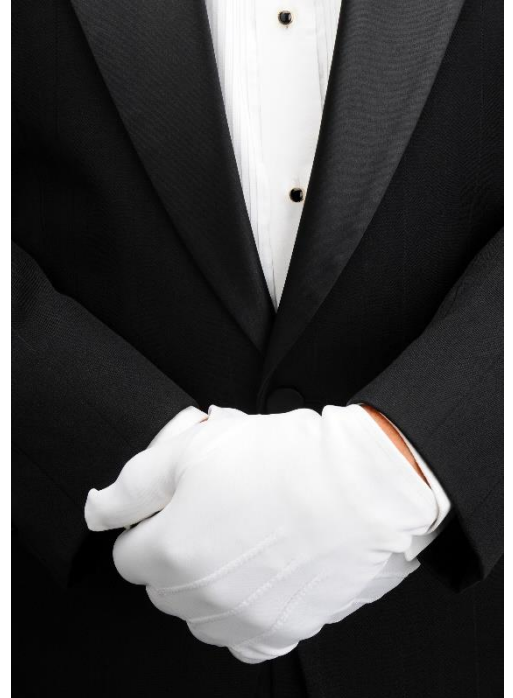
Front of House

5 Day Professional Program

The British Butler Institute has been recognized as a worldwide leader for Butler Training and Hospitality. The British Butler, based in London trains in 18 countries around the world to equip students as Front of House Hospitality Professionals, with the most recent skills needed to meet and exceed the new international standards.

We are customer service experts with a wide range of skills and know-how developed over many years of experience working for the Royalty, celebrities, business icons, luxury hotels, super yachts, luxury residences and customers for all nationalities.

Mr. Gary Williams, Principal of the British Butler Institute, personally oversees all of the content in the wide range of courses delivered, to ensure that the most relevant and current methodology is delivered with the highest international standards.



Front of House

- Line Up. Personal Presentation.
- What makes the consummate front of house professional.
- Professional polished language skills, words and phrases.
- Department essentials and practical posture details.
- Anticipation and Consistency.
- Listen and Act.
- Detailing Importance.
- Giving and receiving tips.
- Understanding VIP and Celebrity.
- Passion excellence - 10 steps.
- The 15 steps to complete confidence.
- Concierge professional excellence.
- Meet, greet and departures essentials.
- How to deal with a difficult guest - the 6 steps.
- How to deal with a difficult guest the - 3 steps.



- How to deal with the arguing guest.
- Room orientation excellence.
- Room Turn down excellence.
- SOP. Historical Guest preferences.
- Room and area check lists.
- Packing and unpacking a suitcase.
- Shoe care.
- Cigar presentation and service.
- Wine and Champagne Presentation and Service.
- Dealing with prying guests seeking confidential information and who are not entitled into a VIP area.
- Formal Events: seating plans and Precedence.
- Chair and Napkin Presentation.
- How to Present Small Objects.
- British and International Dining Protocol.
- Drinks tray service and presentation.
- Silver Service.



- Pool Side and SPA Service. Detailing / Language and Outstanding Service Considerations.
- Casual dining excellence.
- Pool service and detailing excellence.
- Spa and gym service and detailing excellence.
- Dealing with accidental spillage.

At the end of the last day:

Graduation with certificates presentation.

5 Days Course.

Breaks with Coffee & Tea included.

Trainer: Gary Williams (British Butler Institute Principal)

Date: November 22 - 26, 2021

Time: 09:30 to 16:00 hrs.

Location: Hotel Gran Estanplaza Berrini, Rua Arizona, 1517, Sao Paulo, SP, 04567 - 003

Language:

This course is delivered in both Portuguese and English language effectively.

Contact:

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