

# *Eticlass*

BRITISH *Butler* INSTITUTE®

CHANGING PEOPLE'S LIVES



*Bearer of The Crest*®  
BRITISH BUTLER INSTITUTE  
AUTHORISED LICENSEE

## Royal Etiquette & Protocol Masterclass



## Royal Etiquette & Protocol Masterclass - 2 Day

The British Butler Institute has been recognized as a worldwide leader for Butler Training and Hospitality. The British Butler is in 18 countries worldwide and trains professionals, with the most recent skills needed to meet and exceed the new international standards in service.

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 of all nationalities.

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



## Etiquette & Protocol

- The Art of Excellence.
- Receiving at Home with Style.
- Host and Hostess Role.
- Personal Image. The Essentials on How to Look Fabulous.
- Deportment Essentials to Move with Grace and Style.
- The Importance of Taking into Consideration Guests Preferences.
- Precedence.
- Create and Design Beauty with Boutique Flower Skills.
- Correct Cheese Tray Setups.
- Greetings and Introductions Protocol.
- Table Setting. Surprise your Guests with Elegance.
- Formal Dining Protocol.
- Napkin Folding Skills.
- Afternoon Tea / Setting Etiquette, Protocol and Recipes. The History of English Afternoon Tea and High Tea.
- How to Navigate and Feel Comfortable Eating "Tricky food"



At the end of the afternoon of the last day:  
Graduation with certificates presentation.

2 Days Course.

Breaks with Coffee & Tea Included.

Trainer: Gary Williams Principal (British Butler  
Institute Principal)

Date: November 29, 30 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:  
[alexandra@eticlass.com.br](mailto:alexandra@eticlass.com.br)  
[admin@britishbutlerinstitute.com](mailto:admin@britishbutlerinstitute.com)

