



BEARER OF THE CREST  
THE PRINCIPAL LICENSOR

BRITISH *Butler* INSTITUTE®

CHANGING PEOPLE'S LIVES

The British Butler Institute International School.  
Cigar, Champagne & Cognac 1 Day Certification  
Program  
(Trained British and International style)



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PRINCIPAL MR GARY WILLIAMS ESQ



Interaction with principals and guests is about exceeding expectations, delighting, and surprising! We will train you to reach the highest level of service.

***“Taking service standards to another level completely”***



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## Curriculum

**Professional cigar presentation, service, and knowledge.**

**Champagne knowledge and serving protocol. The cellar book explained.**

**The cocktail party.**



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**Caviar.**

**How to behave with principal, guests on your time off.**

**Dealing with a guest that smokes in a non-smoking area.**

**Jacket presentation.**

Role plays taking jackets off and putting jackets on as well as looking at the cloakroom standards and service check list needed. Language and protocol for all occasions taught.

**The visitors book protocol and pen etiquette.**





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