BEARER OF THE CREST
THE PRINCIPAL LICENSOR

BRITISH *Butler* INSTITUTE®

CHANGING PEOPLE'S LIVES

The British Butler Institute International School for Concierge Excellence Professional 1 Day Certification Program
(Trained British and International style)

BRITISH *Butler* INSTITUTE ®

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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".

Course delivery:

Expert Training will be hands-on demonstrations on the specific skills sets needed to be the best concierge professional in the world. Each subject will be discussed, demonstrated, and then role played.

Professional polished language skills. Professional words and phrases.

Meet, greet and departures.

A detailed service standard protocol for the meet and greet and departure of the guest. A thorough A – Z in service delivery rarely ever seen in the industry.

How to deal with a challenging and difficult guest the 6 steps.

How to deal with a challenging and difficult guest the 3 steps.

How to deal with a challenging and difficult guest the State Change.

The Empirical Golden Pillar of life in service. Concierge by walking around.

Concierge professional excellence.

Teaching skills on how to be the very best in the world of concierge.

We will deliver the best examples of concierge excellence in the luxury industry that will leave our clients speechless, taking request to a whole new level of service.

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More business is lost by faux pas than you may realize. We teach skills that minimize faux pas in luxury concierge services. A concierge professional expert is an advisor, an expert product and service consultant who acts on behalf of the client's benefit.

Extreme concierge protocol.