



BEARER OF THE CREST
THE PRINCIPAL LICENSOR

BRITISH *Butler* INSTITUTE®

CHANGING PEOPLE'S LIVES

The British Butler Institute International School Dining
Etiquette.

1 Day 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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Spillage.

How to deal effectively with spillage and the spillage kit needed to ensure we are professionals when dealing with this situation. We also address a range of language considerations and actions to be aware of.



Formal and Informal dining set-up and delivery of service. International and British Style.

Correct set up and delivery for our clients according to culture and expectations the world over. We teach international standards with reference to our PowerPoint presentation to open the eyes of our students with straight away implementation of setting tables and all



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the considerations to ensure our clients have a seamless and delightful experience.

How to deal with a drunk guest.

According to principal or company set standard approach we look at methods of dealing with intoxicated guests that are out of order. We train language skills and the anticipation of a drunk guest.

The dinner book.

Synchronised service.

Basic wine knowledge and service.

A basic understanding of the different grapes and the correct protocol in terms of outstanding service.