



BRITISH *Butler* INSTITUTE®  
CHANGING PEOPLE'S LIVES

The British Butler Institute International School 1 Day  
program English Afternoon Tea / High Tea  
(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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## **The history of English Afternoon Tea and the set-up and service of traditional High Tea.**

We start this module with the history of English afternoon tea which later becomes High tea the world over. This is followed by a step-by-step set-up of the area and the delivery of this extremely popular



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experience followed by a range of details to surprise and delight our guests.

## **Seating guests.**

Meeting the guest / language considerations / arm movement considerations and the art of seating the guest flawlessly to ensure comfortability in every situation.

## **Napkin folding and presentation.**

Practical hands-on folding of napkins. The current 5 most popular folds in the world are taught.

## **Bill / Small item presentation and consideration.**

How to present a bill and the anticipation before and after presentation. Speed and tack as well as language is taught.

## **Opening and closing a door.**

The simple art of opening and closing a door quietly.

## **Door knocking protocol.**

**How to make a late guest feel welcome.**



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