



BRITISH *Butler* INSTITUTE®
CHANGING PEOPLE'S LIVES

The British Butler Institute International School.
Housekeeping 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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Packing and un-packing a suitcase. The efficient way and the timely way.

A detailed and step by step guide on how to pack and unpack suitcases. This practical will include the kit needed, language of packing and unpacking, correct protocol taking into consideration international cultures. We will also deal with a range of unexpected circumstances that might arise. This module included wardrobe management.

Turn down excellence.

This module will immerse you in the world of the finest turn-down service possible according to the client's preferences. We teach delightful details, so the guest is surprised and delighted every evening. This module also teaches the fine tuning of housekeeping



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skills such as beds, cabins, bathrooms, and other bespoke spaces within these areas.



Preparation and serving fresh fruit as well as room set-ups.

Excellence in the preparation of in-room standards, plated and buffet service including the all-important added extras to surprise and delight.

Towel folds according to set standards.

Practical folds and details are taught hands-on.

Gown folds.

Practical folds and details are taught hands-on.



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Toilet paper folds.

Practical folds and details are taught hands-on.

