



BRITISH BUTLER INSTITUTE®

— *Changing People's Lives* —

The British Butler Institute International School

Concierge Excellence

One Day Programme

(Trained British and International style)





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“Interaction with guests and principals is about exceeding expectations, delighting, surprising and delivering outstanding experiences! We will train you to reach the highest level of service to match and surpass your principals and guests’ expectations”.

Kindest regards

Gary Williams Esq

Principal The British Butler Institute



Source of The Crest
PATENTED LICENSE



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The British Butler Institute

The British Butler Institute has been recognized as the leader in Butler and Hospitality Training Worldwide.

The British Butler Institute is a worldwide hospitality training company that equips the hospitality professional with the latest skills required to meet and surpass new international standards in service understanding and delivery. Working closely with our clients around the world we help them achieve outstanding results often culminating in being awarded “best in the world status” by various international industry award bodies and at the same time empowering the student and teams we train to learn essential skills to deliver outstanding service to principals and guests worldwide.

Established in 1997 and represented in over 14 countries, The British Institute is a world leader in hospitality front of house training with clients that span the globe, including Royal Palaces / Embassies / The very best Hotels and Resorts / Royal owned and VIP superyachts / Royal palace staff / Private jet and Commercial airline teams / luxury retail such as Louis Vuitton, Chanel, Cartier and many more / universities including Oxford university / Luxury Rail teams / Hospitals / Stadium Teams/ Golf course / residences for the rich and famous and many more.



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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.

Curriculum:



Etiquette & Professional Polished Verbiage

Addressing people of different cultures and titled persons, acquiring social confidence, social and business correspondence. A range of polished verbiage for every situation.

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.



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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. We teach skills that minimize faux pas in luxury concierge services.

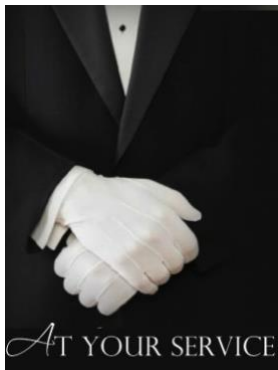




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A concierge professional expert is an advisor, an expert product and service consultant who acts on behalf of the principal and guests requests.



Bearer of The Crest
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