



BRITISH BUTLER INSTITUTE®

— *Changing People's Lives* —

The British Butler Institute International School
English Afternoon Tea & High Tea Etiquette
Half 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





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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:



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





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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 taught.





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