



BRITISH BUTLER INSTITUTE®

— *Changing People's Lives* —

Luxury Butler & Guest Experience Excellence Programme

5 DAY: 25 – 29 January, 2027

Glyfada, Athens, Greece



“

Interaction with principals and guests is about exceeding expectations, delighting, and surprising! We will train you to reach the highest level of service as a professional Butler and Hospitality Front of House professional - to match and surpass guest's and principal's very high expectations.

We ask our students to judge us by our recent testimonials as this is, in our view a true benchmark of our training delivery standards which can be viewed on-line at www.britishbutlerinstitute.com under recent testimonials”

PRINCIPAL MR GARY WILLIAMS ESQ



BRITISH BUTLER INSTITUTE®

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— IN COLLABORATION WITH —



ALPINE  CENTER

THE SWISS BUSINESS SCHOOL
FOR INTERNATIONAL HOTEL & TOURISM MANAGEMENT EDUCATION

Global Educational Alliance

LUXURY BUTLER & GUEST EXPERIENCE EXCELLENCE

A 5-DAY CERTIFICATION PROGRAMME

At Congo Palace Hotel, 81A Poseidonos Avenue
16744 Glyfada-Athens, Greece



BY THE BRITISH BUTLER INSTITUTE
in collaboration with Swiss Alpine Center



This programme is not only a training experience –
it is a refined journey into the art of luxury service.
Designed by the British Butler Institute and delivered
in collaboration with Swiss Alpine Center, it integrates
precision, emotional intelligence, and service mastery
to elevate every guest interaction into a moment
of excellence.



BRITISH HERITAGE. SWISS EXCELLENCE. TIMELESS HOSPITALITY.



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*“ Taking service standards
to another level completely. ”*

ENROLMENT FORM

FOR OFFICE USE REF: BBI /SA/820958

Contact:

Greece@britishbutlerinstitute.com or admissions@swissalpinecenter.com

5 Day: January 25 - 29, 2027. **Course times :** 10:00am to 4:30pm

Please complete **ALL** the following sections

**PLEASE COMPLETE THIS FORM 1) DIGITALLY (Using Adobe Reader) OR 2) BY HAND AND SCAN,
SIGN AND RETURN TO US VIA EMAIL to: enrolments@britishbutlerinstitute.com**

First Name

Surname

Address

Post code

Email

Home Telephone

Mobile

Next of Kin (In case of emergency)

phone

Employers Name (if sending you on the course)

Indicate your general health: Fair Good Excellent

Are you on any medication that we should know about?

Visa for students from abroad must be applied for by the applicant.

How did you hear about The British Butler Institute?

Any previous hospitality experience (brief description)



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COURSE VALUE & CONDITIONS

PAYMENT IN £GBP: £850 (<i>inclusive</i>)	PAYMENT IN €EUROS: €985
1) Payment on-line via credit card or 2) Direct transfer into our account: Account Name: TBBI Ltd Bank name: Lloyds Bank Account Number: 37897168 Sort Code: 309871 BIC: LOYDGB 21006 IBAN: GB16 LOYD 3098 7137897168 SWIFT CODE: LOYDGB21006 Bank Address: Lloyds Bank TSB 113 – 117 Oxford Street London W1D 2HW, United Kingdom	Please email: admissions@swissalpinecenter.com For direct transfer: GEA ALPINE CENTER Ltd. EUR Account Nr. 16 257.784.0.67 IBAN Nr. CH17 0079 0016 2577 8406 7 SwiftCode: KBBECH22 BEKB Berner Kantonalbank, 3001 Bern / Switzerland. If you wish to pay by Credit Card please let us know. We will send you the invoice with the link for credit card payment.

Note please:

- Proof of Payment (50% Deposit or full amount) and this enrolment form to be emailed to: administration@britishbutlerinstitute.com
- Fees are in Great British Pounds (GBP)
- 50% deposit is required on booking with balance of fees is to be paid in full 2 weeks prior to commencement of the course.
- By paying a deposit or full amount for the course, you accept our terms and conditions below.
- When a payment is made the invoice will be issued.
- Money is not refundable however should the student leave the course due to illness or other genuine reasons they will be able to attend future courses at no extra cost for the lessons missed within a period of 12 months from the start of the course that they originally paid for.
- The students will not be reimbursed for any expenses incurred if they cannot attend the course.
- Deposits are non-refundable should a student decide to not attend the course; however, the deposit can be used towards the next course within a year period from date of deposit.



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COURSE INFORMATION

Included:

- Tea, coffee, and light snacks
- Global Placement opportunities worldwide.
- Prestigious British Butler Institute certification.
- Prestigious British Butler Institute pins.

Notes:

- No laptops, tablets or mobile phones may be switched on during class
- **Due to past courses being full, we advise people who wish to enrol send their application form and deposit as soon as possible. We cannot guarantee a place on this course until we receive the deposit!**

COURSE DATES 2027

5 Day Programme Date:

- January 25 - 29, 2027

Training Times:

- 10:00am to 4.30pm
Monday to Friday





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DRESS CODE

Please note the dress code is a pre-requisite to attending the school and must be strictly adhered to:

GENTLEMAN

Collar shirt / tie / business suit and business shoes as depicted in the example below:



LADIES

Business trousers or dress / skirt / shirt / jacket / blouse and low heel shoes as depicted in these examples below:



RULES:

- Students must understand English and be over the age of 16yrs.
- No photos or filming to be taken for whatsoever reason during class.
- Please be on-time for the lectures.
- You must attend 95% of the lectures to be awarded certification.
- All students will need a notepad and pen.
- The use of mobiles during class is not permitted, however if it is an emergency then please excuse yourself from the class and go to a designated area.



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ACCOMMODATION:

For accommodation the Congo Palace Hotel is offering our students a very special rate and for more details contact:

Plodunova Valeria

Events & Conferences

Congo Palace Hotel, 81A Posidonos Avenue
16674, Glyfada

Tel: 210 8946711 | Fax: 210 8946719

E-mail: events@conGOPalace.gr Website: conGOPalace.gr/el/events-glyfada

GREECE TRAINING VENUE

organised by:

ALPINE CENTER SWITZERLAND

GEA ALPINE CENTER Ltd.

The Swiss Business School for Hotel & Tourism Management Education
Chilcherlistr. 1, 6055 Alpnach Dorf, Switzerland

Tel. +41 41 6710303, +30 211 800 037

admissions@swissalpinecenter.com

www.swissalpinecenter.com





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CONFIRMATION

This is to confirm that these details are accurate and I commit to full attendance on the British Butler Institute Course and to the terms and conditions (listed below).

Proof of Payment (50% Deposit or full amount) and this enrolment form to be emailed to enrolments@britishbutlerinstitute.com. Once this is done an invoice will be issued.

Signed

Date

{

}

RECRUITMENT

We are delighted for our continued cooperation with Greycoat Lumleys the UK number hospitality recruitment agency as well as The British Butler Institute have its own internal recruitment division to assist students in finding wonderful opportunities worldwide.

OTHER INTERNATIONAL LOCATIONS

Please view our [website](#) for more information.



"If you have any questions or need any assistance please do not hesitate to contact us at your convenience. We look forward to welcoming you to our world famous courses."

Gary Williams

*Kindest Regards,
Mr Gary Williams"*

Principal, The British Butler Institute worldwide.



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DEFINITIONS / TERMS & CONDITIONS

1 DEFINITIONS

1.1 In this contract the following definitions apply;

“Company” means The British Butler Institute, of Castlewood House, New Oxford Street, London WC1A 1DG. TBBI LTD

“Student” means the individual who is attending a Course run by the Company.

“Training” means teaching undertaken by the Company.

“Course” means a period of time where the Company will be undertaking training of the student.

“Relevant Course Fee” means the fee that has been agreed between the Student and the Company for the relevant Course.

Costs for accommodation and travel expenses are not included.

“Authorised Personnel of the Company” Includes all tutors including personnel employed by The British Butler Institute and also external consultants offering specific training.

1.2 Unless the context requires otherwise, references to the singular include the plural.

1.3 The headings contained in this Contract are for convenience only and do not affect their interpretation.

2 THE CONTRACT

2.1 These terms and conditions constitute the Contract between the Company and the Student and are deemed to be accepted by receipt of a completed application form together with a deposit of the Relevant Course Fee.

3 PAYMENT TERMS / CANCELLATIONS AND REFUNDS

3.1 All courses are non-residential, and the student must be Responsible for making his/her own arrangements for Accommodation and travel at his/her own expense.

3.2 Full payment of the Relevant Course Fee is required to secure a place on a course.

3.3 The Relevant Course Fee is payable in full 10 days in advance of Course start date.

3.4 Unless the Relevant Course Fee is paid in full 10 days in advance of the Course start date, the Company reserves the right to refuse admission to the Course and to allocate the place to another person.

3.5 Photos of students will appear on our website as well as TV and other productions will be featured on our website which have been taken during the course. Should a student not wish to have photos or any other production on The British Butler Institute website, then this must be in writing before the course starts.

3.6 Should the minimum number of students not be achieved to run the course; students will be advised 2 weeks prior to the start of the course and The British Butler Institute will refund the amount paid only. No other expenses will be refunded whatsoever.

4 COURSE MATERIALS AND COPYRIGHT

4.1 The Course fee includes the cost of all other materials which are supplied before and during the course as per The British Butler Institute.

4.2 The Company is the copyright owner of all course materials except for materials clearly published by third parties. The Company's copyright materials may only be used by the person attending the Course for their personal use and not be passed onto a Third Party.

4.3 The British Butler Institute has the right to change the course curriculum.

4.4 The course content and the trainer may vary due to unforeseen circumstances and the training venue may change.



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5 ASSESSMENT AND CERTIFICATES

5.1 Assessment is continuous during all courses and will be conducted by Authorised Personnel of the Company. Students must reach accepted levels of skills to be awarded the prestigious Certification. The decision to award certificates is made by The British Butler Institute Principal and all decisions are final.

6 EQUAL OPPORTUNITIES

6.1 The Company adheres to a strict Equal Opportunities Policy in the provision of its training.

7 FUTURE OPPORTUNITIES

7.1 The Company does not guarantee to find a student work following the provision of training.

7.2 If a student seeks employment and wishes to enlist the services of The British Butler Institute, they must register independently with the Recruitment Division of The British Butler Institute.

8 LIABILITIES

8.1 The Company shall not be liable under any circumstances for any loss, expense, damage, sickness, delay, costs, or compensation (whether direct, indirect or consequential) which may be suffered or incurred by the student arising from or in any way connected with the Company providing training. For the avoidance of doubt, the Company does not exclude liability for death or personal injury arising from its own negligence.

8.2 Tea and Coffee as well as biscuits will be provided on the Course. It is the responsibility of the student to clearly indicate any food allergies or special dietary requirements to the Company prior to the commencement of the Course. The Company cannot accept any liability for illness because of non-disclosure of any concerns or medical requirements of this information.

9 LAWS

9.1 This contract is governed by the law of England & Wales and is subject to the exclusive jurisdiction of the Courts of England & Wales.