BRITISH BUTLER INSTITUTE®

*Changing People's Lives*

# The British Butler Institute International School for Hospitality & Butler Front of House Professional Excellence

## – *CURRICULUM* –

***" Taking service standards to another level completely. "***

TBBI / 2027 Curriculum. Institute approved 361/0073/2024

BRITISH BUTLER INSTITUTE®

*Changing People's Lives*

# 5 DAY HOSPITALITY & BUTLER FRONT OF HOUSE EXCELLENCE PROGRAMME

The British Butler Institute has been recognized as a worldwide leader for Butler Training and Hospitality.

The British Butler Institute International School for Butler Administrators and Household Manager, is a private Institute based in London that trains in more than 18 countries to professionals, with the most recent skills needed to meet and exceed the new International Standards.

All our trainers have worked as butlers and are experts in customer service excellence and detailing; with a wide range of skills and practical knowledge developed over many years of work experience for Royalty / Celebrities / Business Icons / Luxury Hotels / Super Yachts / Residences and Clients of all nationalities around the world. The principal supervises each curriculum to ensure that the most relevant and current methodology is imparted with the highest standards.

## CURRICULUM

- Line Up. Personal Presentation
- Anticipation and Consistency
- Listen and Act
- Language of service
- The art of Deportment Excellence for Service
- Detailing Importance. Excellence in Detailing
- Meet, Greet and Departures
- Synchronised Service
- Champagne Presentation and Service
- Wine Presentation and Service
- Cigar Presentation and Service.

BRITISH BUTLER INSTITUTE®

*Changing People's Lives*

- In Room Service Excellence
- English Afternoon tea - High Tea history and delivery
- Concierge Excellence
- Shoe care
- Room orientation
- Room check list
- Jacket Presentation
- Packing and Unpacking Suitcases
- Formal and Informal Dining
- Seating a guest
- Napkin presentation
- Silver service and The Art of Picnic Excellence
- Pool Side Service. Detailing / Language and Outstanding Service Considerations
  - » Dealing with a challenging guest
  - » Dealing with a guest that wants confidential information
  - » Confidence

## COURSE INFORMATION

**5 day course value**: £525 (Inclusive) | SAR12500 (depending on the R-£ Exchange rate)

**Included**: Tea, coffee, and snacks.

**Trained by:** The British Butler Institute Master Trainers

**Times**: 10.00am to 16:30pm hrs.

**Dates:** 13th of July to 17th July 2026

**Training premises**: Mount Nelson Hotel. Cape Town. 76 Orange Street, Gardens, Cape Town, 8001 South Africa.

**Training premises website**: Mount Nelson, A Belmond Hotel | Luxury Resorts in Cape Town

**Contact**: administration@britishbutlerinstitute.com

**Language**: This course is delivered in the English Language.

BRITISH BUTLER INSTITUTE®

*Changing People's Lives*

## COURSE INFORMATION

**At the end of the afternoon of the last day:** Graduation with certificates and pin presentation.

*" 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.*

*Kindest Regards,*
*Mr Gary Williams"*

Principal, The British Butler Institute worldwide.

*Email*: gwilliams@britishbutlerinstitute.com
www.britishbutlerinstitute.com