



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

5 Day

(Taking service standards to another level completely)

5 Day Butler Front of House Excellence Program

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.



CURRÍCULUM

- ♦ Line Up. Personal Presentation.
- ♦ Anticipation and Consistency.
- ♦ Listen and Act.
- ♦ Language of service
- ♦ The art of Department Excellence for Service.
- ♦ Detailing Importance. A General Vision from Hospitality and Luxury Residences Experts.
- ♦ Meet, Greet and Departures.
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- ♦ Synchronized Service.
- ♦ Champagne Presentation and Service.
- ♦ Wine Presentation and Service.
- ♦ Cigar Presentation and Service.
- ♦ In Room Service Excellence.
- ♦ English Afternoon tea - High Tea history and delivery.



- ◆ Concierge Excellence.
- ◆ Shoe care.
- ◆ Silver Cleaning.
- ◆ Essentials as a Traveling Butler.
- ◆ The Visitors Book.
- ◆ Room orientation.
- ◆ Room check list.
- ◆ Jacket Presentation.
- ◆ Laundry Presentation.
- ◆ Packing and Unpacking Suitcases.
- ◆ Formal and Informal Dining.
- ◆ Newspaper Presentation.
- ◆ Pool Side Service. Detailing / Language and Outstanding Service Considerations.



