



BRITISH *Butler* INSTITUTE®  
CHANGING PEOPLE'S LIVES

The British Butler Institute International School for the  
Aviation Front of House Professional

*(Taking service standards to another level  
completely)*

*5 Day Program*



BEARER OF THE CREST  
THE PRINCIPAL LICENSOR

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***“Interaction with principals and guests is about exceeding expectations, delighting, and surprising! We will train you to reach the highest level of service to match your principal and guests very high expectations”.***

***kindest regards***

***Gary Williams***

***Principal The British Butler Institute***

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

The British Butler Institute International School is a London UK based Institute that equips the hospitality professional with the latest skills required to meet and surpass new International Standards.

Established in 1997 and represented in over 14 countries, the Institute is a world leader in luxury front of house training with clients that span the globe which includes Royal Palaces / Embassies staff / fabulous hotels / Royal Superyachts / private jet companies / luxury retail such as Louis Vuitton, Chanel and many more/ universities including Oxford university in the UK / luxury rail / residences for the rich and famous and many more.

The Institute ethos is to deliver services that match and surpass the requirements of its clients and students worldwide which has resulted in a team effort working closely with our clients to achieve outstanding results achieving best in the world status awarded to them by industry standard bodies.

## **Course delivery:**

Expert Training will be hands-on demonstrations on the specific skills sets needed to improve staff service levels. Each subject will be discussed, demonstrated, and then role played by all candidates and then immediately implemented in the “real” environment to ensure



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success. Our step-by-step training methods will ensure the “5 Golden Pillars of service excellence” are implemented to maximum effect.

## **The 5 Golden Pillars for the Service Professional in Aviation:**

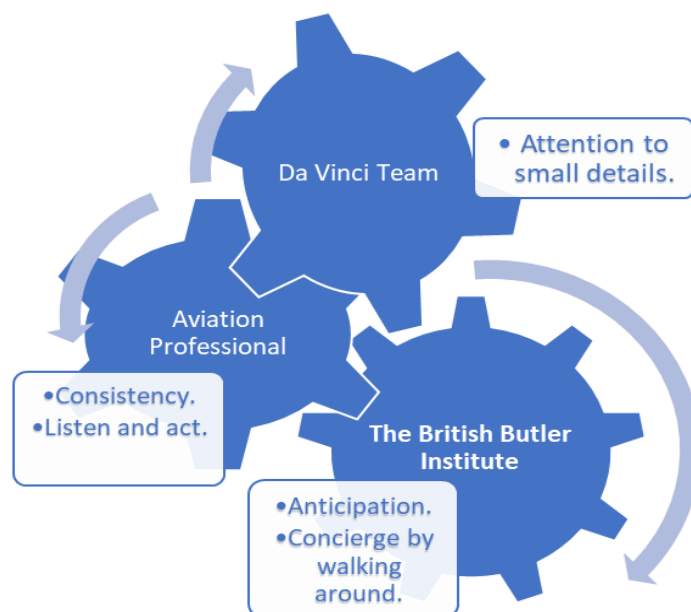
Consistency.

Anticipation.

Attention to small details.

Listen and act.

Concierge by walking around.





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**Personal presentation and the line-up.**

**What makes the consummate professional?**

**What the service professional should carry on person.**

**Enter VVIP world.**

A lesson to open the mind and gain a thorough understanding of the lifestyles and expectations of our discerning clients.

**The Empirical 4 Golden Pillars of life in service.**

Listen and act. Listening to clients and picking up nuances of client requirements and delivering service focusing on “the little details” which make an unforgettable client experience. This is listening and immediate implementation of an experience teachings.



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Small details to surprise and delight. Developing an eye for detail to bolster customer service quality. We open the professional's eyes to expert detailing,

Anticipation techniques and successful fulfilling of guest special requests. Client profiling. SOP profiling. One of the most important tools to anticipate our clients' needs is our teachings on the "client profiling" and the immediate implementation. A front of house professional should have a check list of techniques to anticipate any consumer request before the client asks for said services.

Consistency. What is consistency and the skills needed to deliver on a consistently high level.



## **Department essentials and practical posture details.**

We review body language on how to stand, how to point out items, how to hold our hands, how to move, how to present items, how to carry a tray, how to place an item down from a tray or hand and the movement of our arm gestures.



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**Professional polished language skills. Professional words and phrases.**



**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.



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## **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 aviation industry.

## **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 15 steps to complete Confidence.**

Self-confidence is an unseen quality that is a more accurate yard stick of human performance and happiness. We examine this subject and teach the 15 Steps to complete confidence. This is backed up by PowerPoint slides and video presentation.





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## **How to deal with the arguing guest.**

### **Cabin orientation excellence.**

Delivery of expert cabin orientation according to the guest and principal preferences and the detailed knowledge needed to carry out this all-important task. Language and protocol importance.

### **Drinks tray service and presentation.**

Correct protocol for tray set-up including drinks / snacks / food items and the check list for this delivery. Professional language skills.

### **Cabin check lists.**

A – Z guide on the room and area check list, which ensures that each area is ready before our principals and guests enter the various areas. The working list for assigning responsibility.

### **Dealing with prying guests seeking confidential information.**

A range of language skills to deal effectively with clients who want confidential information.

### **How to deal with the flirting guest.**

A professional understanding and call to action on various levels of flirting and in-appropriate behaviour. Language skills.

### **How to deal with a drunk guest.**



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Methodology and practical training in dealing with intoxicated guests.

## **Silver service essentials.**

This hands-on module delivers the correct way to silver serve and the language thereof. We teach posture skills and techniques to ensure the professional is confident in any situation.



## **Towel folds.**

Practical folds and details are taught hands-on.

## **Toilet paper folds.**

Practical lesson taught.

## **The Art of menu presentation.**

Menu knowledge essentials to include ingredient and cooking knowledge and dealing with off menu requests, anticipations. Pairings and the importance of language and how to hand the guest the menu.



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## **Caviar Service.**

Knowledge of caviar and the delivery of the caviar experience.

## **Folding Napkins.**

Practical hands-on folding of napkins for every occasion.

## **Cabin Table Settings.**

Correct setup and delivery according to the guests and principal's culture and expectations. Once setup is demonstrated we will teach a detailed step by step guide to service delivery and all the anticipation around seamless dining experiences including language, posture and presentation.





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## **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 known as High Tea. 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. Pairings are discussed as well as knowledge of ingredients served.

## **Refreshment service excellence.**

Service professional standards including the delivery and language of service.



## **Champagne knowledge and serving protocol.**

## **Cognac. Service and detailing.**



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## **Jacket presentation.**

Role plays taking jackets off and putting jackets on as well as looking at the cloakroom standards and service check list needed. Language and protocol for all occasions taught.

## **Pen etiquette.**

The role play of the delivery of a pen.

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**Venue address.**

DAVINCI INFLIGHT TRAINING INSTITUTE

3330 NW 53rd Street Suite 301

Fort Lauderdale, Florida 33309

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**Training Times.**

Trainer will start at 9.30am and finish class at 4.00pm.

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**At the conclusion of training.**





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- **Group photo.**
- **Professional Aviation Certification presentation.**
- **The British Butler Institute Pins.**

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We look forward to being of assistance should you have any questions or suggestions.

Kindest regards

Principal, The British Butler Institute

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[www.britishbutlerinstitute.com](http://www.britishbutlerinstitute.com)



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