

The British Butler Institute Russia

10 Day Butler School Saint Petersburg 2019

The Butler Service Essentials Training Program is especially developed for all front of house staff to learn and deliver skills at the highest level. We will train students to understand the pinnacle of service excellence to match client's very high expectations.

10 Day Course Design:

Training on, demonstrations, and role-playing on the specific skills of front of house.

Training curriculum

The professional.

What makes the consummate professional? What will differentiate you as the real professional and not the amateur?

What the professional carries on his or her person and the art of "The delivery of a pen".

Correct service protocol

More business is lost by faux pas than you may realize. We teach skills that minimize faux pas in luxury concierge services.

Finesse and savoir faire

Front of house professionals who have the savoir-faire of proper etiquette can confidently greet consumers and handle the enquiry with finesse. Here we teach Finesse and savoir savvy.

Personal presentation.

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A head to toe look at essentials of personal presentation according to your set standards.

What makes the best front of house professionals in the world?

Teaching skills on how to be the very best in the world of hospitality.

Enter the VVIP World

A lesson to open the mind to the lifestyles and expectations of the wealthy and super wealthy.

Understanding the nature of self-confidence

Self-confidence is an unseen quality that is a more accurate yard stick of human performance and happiness. We examine this subject and look at both self-confidence and esteem in 15 steps.

Polished language skills

We teach the use of a range of simple yet effective vocabulary. For example, instead of ending a sentence with the cost of a service, the professional should use the word "value" and reiterate its inherent qualities. "The value of this experience is £."

Client profiling to deliver outstanding service every time.

One of the most important tools to anticipate our clients' needs is our teachings on the "principal interview".



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Packing and unpacking suitcases.

A detailed module on the full complement of skills needed to pack and unpack suitcases.

Body Language.

Review of body language, facial expressions, verbal expressions, how to stand, how to move, how to present items, carry a tray and door knocking protocol.

Cleaning and polishing shoes.

Step by step guide into the care of all shoe types and then the final presentation of the shoe.

Eye for detail and delivering on the small details.

Developing an eye for detail to bolster customer service quality. Training includes the room check list.

Anticipation and consistency techniques and successful fulfilling of consumer requests.

A front of house professional should have a check list of techniques to anticipate any consumer request, and the skills to deliver on a consistently high level.

Meet and greet, departures essentials.

A detailed service standard protocol for the meet and greet and departure of the guest.

Room service.

Correct protocol and the language thereof.

High tea.

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English afternoon tea / High tea history / setup and delivery.

Setting a formal and informal table and dining protocol.

Laying tables for all occasions including formal and informal with all the essential protocols including the small details.

Dining service.

A thorough understanding of all types of dining service, including timings, poise and correct protocol for all occasions.

Table Decoration.

Inspirations around the table, ideas and creativity.

Delivering Silver Service.

A very good practical knowledge of the step to deliver seamless silver service.

Pouring of drinks essentials.

Bottle presentation / stance / language and making the guest feel special.

How to open a bottle of champagne and service with elegance and style.

Here we also teach interesting facts surrounding champagne service.

How to prepare and serve fresh fruit both buffet and room standards including the added extras.

The visitor's book.

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Seating a guest.

How to correctly seat guests and what the etiquette is with regards who to seat first. This practical session demonstrates the art of the perfect way move the chair without any noise.

Laying trays for every occasion.

Correct deportment with the handling of all tray sizes.

How to stand / walk and deliver with a tray.

Cigar understanding and service delivery.

How to deliver cigars / cigar knowledge / correct etiquette and the cigar kit essentials.

How to open and close doors. Knocking protocol.

Jacket presentation: Jacket on and off.

Pool set-up and delivery of service.

An in-depth look at pool side excellence and how to deliver the very best service available and upsell with finesse.

Wake-up service and the service of an early morning drink.

Napkin folds and presentation.

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Newspaper and letter delivery.

Room and area check list.

Taking an order and menu familiarity and dealing with spillage.

How to welcome a late guest.

How to deal with a drunk guest.

How to deal with a guest asking confidential information.

How to deal with a guest smoking in a non-smoking environment.

How to deal with the greedy guest.

How to deal with a flirting guest.

Speed of service essentials.

The Theatre supper party.

A great lesson in event and unique boutique event details.

Room orientation.

Turndown excellence.

What makes the best concierge professionals in the world?

Teaching skills on how to be the very best in the world of concierge.

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Times: 9.30am start - 10.30-10.45 tea - 12.30 - 1.30 lunch -2.30 - 2.45 tea
- 4.00pm finish

Contact details: Russia@britishbutlerinstitute.com

Value inclusive per student: Euro 2500

Included in value:

- Tea, coffee and biscuits.
- Wireless Internet free access.
- Certification.
- Pins.

Training Centre Saint Petersburg Russia:

SWISSAM, Hospitality Business & Culinary Arts School, Saint Petersburg,
Russia

St. Petersburg, Dobrolyubova pr., 20/1

Dinamo pr., 2

Phone: +7 (812) 244-06-14 (St Petersburg)

E-mail: info@swissam.ru

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Dates:

The 10 day course will run from 16th to 25th of April work with the Saturday 20th April and Sunday 21st of April are days off.



Accommodation:

Local interest:

Food and drink

Supermarket

Gym and spa

Hair dresser

Tourist Discount Card



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Carpe Diem

“Seize the day”

This course is a life changer and places for 2019 are very limited due to our maximum number of student's policy per course. We look forward to welcoming you in Russia in 2019.

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