

## The British Butler Institute Venice

### 10 Day Butler School Venice 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. This course is delivered British and International Style by British trainers from London and we do have an Italian – English interpreter should this be necessary. **This course is taught in English by experts from The British Butler Institute in London and places are limited due to our maximum number of student's policy per course.**

### 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.**

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".



### **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.**

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.**



**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.**

**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.**

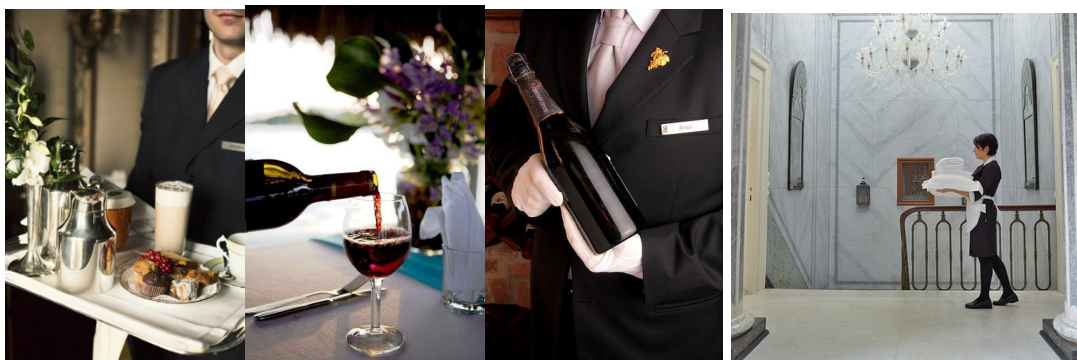
**Room orientation.**

**Flower care and overall ambience essentials.**

**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.**



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

**Contact details:** [venice@britishbutlerinstitute.com](mailto:venice@britishbutlerinstitute.com)

**Value inclusive per student: £1369 Inclusive**

**Included in value:**

- Global Placement opportunities around the world
- Certification
- Mineral water
- Notepads & pencils
- Wireless Internet free access

**Training Centre Venice:**

5 STAR BAGLIONI HOTEL LUNA

Member of Leading Hotels of the World

San Marco, 1243 - 30124 Venice – Italy

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

MURANO Training suite.

**Dates:**

The 10 day course will run from the 8th January – 17th January 2019. Saturday and Sunday the 12<sup>th</sup> and 13th January are off days.



**Accommodation:**

**Venice Butler School Trained British and International Style 2019**

This is a non-residential course, however it is **low season in January** and there are a number of very good bed and breakfasts and hotels close to the training centre with prices starting from **Euro 35 per night** including breakfast and free Wi-Fi. You could also look on Booking.com for rooms, apartments and hotels in Venice and if you need any assistance please do let us know and we will certainly try and help you find suitable accommodation.

## **Accommodation organized by The British Butler Institute**

**The British Butler Institute has secured a deal with the following:**

- 5 star Baglioni Hotel in Venice which is a 1 minute walk from St Marks Square:  
Double room € 200 + 10% Vat
- The above rates are per room, per night, inclusive of American Buffet Breakfast and service.
- City Tax : Please be informed that in accordance with Venice Municipal Council resolution no. 83 of 23/06/2011, as of August 24th 2011 we will be collecting, on behalf of the Municipality of Venice, an accommodation fee on the city's tourist establishments of € 5.00 per person per night, which is not included in the tariff (without prejudice to the accommodation fee limit and exemptions), which will be debited to hotel guests directly at the time of departure or to the organization, where it should choose to be responsible thereof.

**NB: For any bookings at The 5 star Baglioni Hotel please contact:**

Giulia CAPUZZO

Groups & Events Coordinator

events.lunavenezia@baglionihotels.com

- Rooms will be bookable until maximum the **18th November 2018**: please write a request to my e-mail address specifying " BRITISH BUTLER INSTITUTE JANUARY 2019" .



**The British Butler Institute does not receive remuneration for any bookings at The Baglioni Hotel.**

### **Local interest:**

#### **Food and drink**

We have a range of establishments to recommend locally to fit all budgets and dietary requirements.

#### **Supermarket**

There is a large supermarket open until 11pm approximately 10 minutes' walk from the training centre.

#### **Gym and spa**

There is a gym and spa 14 minutes' walk from the training centre.

#### **Hair dresser**

There is a very good hairdresser 8 minutes' walk from the training centre.

#### **Tourist Discount Card**

For discount on tourist sites, transport and many more please **google** *Venezia Unica* and *purchase as to your personal preference.*



**Trainer assigned:** Mr Gary Williams (Principal)



**Profile: Mr Gary Williams**

**Principal:** The British Butler Institute worldwide

Mr Gary Williams undertook his formal training at the then world famous Ivor Spencer International School for Butler Administrators in Dulwich, London. The school was established in 1981 and His Royal Highness The Prince of Wales invested Ivor Spencer the founder with the MBE at Buckingham Palace in 2002.

After successful completion of his formal training and top of his class Mr Gary Williams was appointed in his first butler position at The Ritz London as the Head butler where he was responsible for overseeing all the luxury suites, including The Royal Suite, and attending to the requests and requirements of the many VIP guests including Royalty, Prime Ministers, Heads of state, Movie Icons, Musicians and many more.

He was then head-hunted by a leading London recruitment company to be Major Domo (Head Butler) for one of England's most prominent families, looking after Studley Royal House in North Yorkshire. Here he employed all his formal training skills to deliver according to his principals needs in a substantial country house environment which included the managing and training of a large house hold staff complement. After this position Mr Gary Williams worked for many discerning clients around the world, including members of Royal families, prime ministers, Russian and Chinese Oligarchs, principals of British and international industry, IT billionaires, famous musicians and artists, and many more as Head Butler. Mr Gary Williams then set up Quintessentially Butlers, part of the Quintessentially Group, the world's leading global concierge company, this was after heading up a team of three executive concierge professional to look after a group of Russian Oligarchs and their families from an office in Mayfair London. Mr Gary Williams was also appointed Head Butler at the Brazilian Embassy in London.

With this wealth of practical hands on work experience from across the luxury sector Mr Gary Williams was entrusted by The British Butler Institute to head up the training team as Principal with the responsibility of developing the brand with the vision to be the finest butler and service centre of excellence training school in its field and expanding The British Butler Institute brand worldwide working with partners from across the globe to train service excellence professionals to match the demand of discerning clients the world over.



## **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 Venice in 2019.**