



BRITISH BUTLER INSTITUTE®
— *Changing People's Lives* —

The British Butler Institute International School.

1 Day Confidence and Deportment
Certification Programme

(Trained British and International style)



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PRINCIPAL MR GARY WILLIAMS ESQ



Interaction with principals and guests is about exceeding expectations, delighting, and surprising! We will train you to reach the highest level of service.

“Taking service standards to another level completely”



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Expert Training will be hands-on demonstrations on the specific skills sets needed to build confidence. Each subject will be discussed, demonstrated, and then role played.



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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Change your morning change your life.

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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AT YOUR SERVICE