



BRITISH BUTLER INSTITUTE®

— *Changing People's Lives* —

The British Butler Institute International School
1 Day programme - English Afternoon Tea / High Tea
(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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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 High tea the world over. 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.

Seating guests.

Meeting the guest / language considerations / arm movement considerations and the art of seating the guest flawlessly to ensure comfortability in every situation.



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Napkin folding and presentation.

Practical hands-on folding of napkins. The current 5 most popular folds in the world are taught.

Bill / Small item presentation and consideration.

How to present a bill and the anticipation before and after presentation. Speed and tack as well as language is taught.

Opening and closing a door.

The simple art of opening and closing a door quietly.

Door knocking protocol.



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How to make a late guest feel welcome.

