



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

The British Butler Institute International School Restaurant Front of House Professional (Excellence in Hospitality Training)

— *3DAY CURRICULUM* —



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 as a Aviation Front of House Professional to match your principals and guests very high expectations.”



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3 DAY RESTAURANT FRONT OF HOUSE PROFESSIONAL PROGRAMME

The British Butler Institute has been recognized as a worldwide leader for Butler Training and Hospitality.

The British Butler Institute International School for Butler Administrators and Household Manager, is a private Institute based in London that trains in more than 18 countries to professionals, with the most recent skills needed to meet and exceed the new International Standards.

All our trainers have worked as butlers and are experts in customer service excellence and detailing; with a wide range of skills and practical knowledge developed over many years of work experience for Royalty / Celebrities / Business Icons / Luxury Hotels / Super Yachts / Residences and Clients of all nationalities around the world. The principal supervises each curriculum to ensure that the most relevant and current methodology is imparted with the highest standards.

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 for immediate implemented in the “real” environment to ensure success.

SCOPE OF CURRICULUM

Grooming standards & Personal (beauty/hygiene) & Uniform care (pressing etc.)

- Professional standards / the line up / dress and attire care.

Expectations and considerations of our discerning guests.

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





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Telephone manner.

- Professional skills in telephone manner.

Jacket and coat presentation.

- The delicate art of taking jackets off and assisting with putting jackets on.

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.

Table and bar set-up.

- We teach international standards doing practical laying up of tables and bar areas with a reference to our PowerPoint presentation that shows a variety of different standards.
- Once setups are 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.

The Art of Silver Service.

- 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.
- The art of delivering drinks including expert wine service.
- Language / set up / detailing and delivery.

Expert Champagne service and knowledge.

- A workshop on essential knowledge and the expert delivery of service with attention to small details.

Cognac.

- The preparation and delivery of excellent cognac service.

Seating a guest.

- Greeting the guest / language considerations / arm movement considerations and the art of seating the guest flawlessly to ensure comfortability in every situation. Dealing with disabilities with confidence.





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The understanding of different expectations of the International Guest.

- Etiquette and protocol understandings when dealing and delivering service to a wide range of international guests.

Spillage.

- Dealing with spillage and the spillage kit explained.

Table turnover.

- Effective turnover of the table setting.

Folding Napkins.

- Practical hands-on folding of napkins for every occasion.

Napkin presentation.

- Hands on demonstration for the perfect delivery of the napkin.

F&B Professional Methodology the Empirical 5 Golden Pillars

Listen and act.

- Skill taught in listening and then implementation of an experience.

Attention to small details to surprise and delight.

- We open the hospitality professional's eyes to expert detailing.

Anticipation and client profiling.

- A front of house professional should have a check list of techniques to anticipate guests requirements.

Consistency.

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

Concierge professional excellence.

- Teaching skills on how to be the absolute best in the world of concierge. We will deliver teachings on the best examples of concierge excellence in the luxury industry that will leave our guests delighted.

Etiquette & Professional Polished Verbiage

- Addressing people of different cultures and titled persons, acquiring social confidence, social and business correspondence. A range of polished verbiage for every situation.

Front of house professional posture / deportment and taking full responsibility for actions taken, performance and attitude.

- Review of body language: 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 and the movement of our arm gestures. An understanding of attitude to determine actions and performance.



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Meet and Greet

- Lesson includes orientation / effective communication and anticipation.

How to handle sensitive information and situations with different scenarios.

- Confidential and discreet protocol methodology.

How to handle guest complaints and challenging guests.

- The 6 steps, the 3 steps, state change and the professional complainer.

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.

Area orientation.

- Correct protocol and experience recognition opportunities.

Area check list and team exercise.

- The understanding and practical training of the area check list methodology.

Dealing with a drunk guest.

Dealing with a flirting guest.

Cigars & Cigar Service.

- What is a cigar / history / production / types.
- Professional cigar presentation, service, and knowledge.
- The cigar kit in its totality including the wow factor.
- Care of the humidor.
- Professional care for cigars.
- How to light a cigar.
- How to cut and punch cigars.
- Terminology.
- Pairing a cigar with a beverage.

Cognac service

- Cognac set-up and delivery of service.



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COURSE INFORMATION

3 day course value: £400 (Inclusive)

Included: Tea, coffee, and snacks.

Trained by: The British Butler Institute Master Trainers

Times: 10.00am to 16:30pm hrs.

Dates: 12th of May to 14th May 2025

Training premises: Mount Nelson Hotel. Cape Town. 76 Orange Street, Gardens, Cape Town, 8001 South Africa.

Training premises website: [Mount Nelson, A Belmond Hotel | Luxury Resorts in Cape Town](#)

Contact: administration@britishbutlerinstitute.com

Language: This course is delivered in the English Language.

At the end of the afternoon of the last day: Graduation with certificates and pin presentation.



“ We thank you for your interest in the training program and please do not hesitate should you require any further clarification, and we look forward to your feedback and any suggestions you may have.

Gary Williams

*kindest Regards,
Mr Gary Williams”*

Principal, The British Butler Institute worldwide.

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