



HOSPITALITY & BUTLER



BEARER OF THE CREST  
THE PRINCIPAL LICENSOR

BRITISH *Butler* INSTITUTE®  
CHANGING PEOPLE'S LIVES



BEARER OF THE CREST  
THE PRINCIPAL LICENSOR

# Housekeeping MasterClass



# 1 Day Housekeeping MasterClass

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, It is a private Institute based in London that trains around 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 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 Director supervises each curriculum to ensure that the most relevant and current methodology is imparted with the highest standards.



## CURRÍCULUM

- Importance of our Personal Presentation and Neatness.
- Cleaning Each Area.
- Silver Cleaning and Care.
- Laundry Protocol and Correct Application.
- Care and Interpretation of clothes labels.
- Stain Correction for Clothes.
- Room Detailing to the Highest Level.
- Bed Making Standards and Excellence.
- Turn Down Excellence.
- Towel Folds and Presentation.
- Gown Folds and Presentation.
- Check List of Each Area. Level I



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

1 Day MasterClass.

Value: 159,00 GBP per person.

Tea, coffee and snacks included

Trainers: Montserrat Barros (Hospitality and Butler Founder) and Gary Williams (British Butler Institute Principal).

Times:

10:00 a 16:30 hrs.

Dates:

October 28th, 2021.

Training premises:

JW Marriott Santa Fe, Mexico City.

Contact:

mexico@britishbutlerinstitute.com

gh@hospitalityandbutler.com

Language:

This course is delivered in both Spanish and English language effectively.



### Some testimonials from our clients:

"I appreciate the passion and professionalism provided, I am sure that we will make this hotel the best in Mexico".

Jorge León / Marquis Reforma

"I was delighted to learn of the great motivation they commented to have to learn all this and the world they discovered."

Virginia Cortina / BRUMA

