



HOSPITALITY & ETIQUETTE



BEARER OF THE CREST
THE PRINCIPAL LICENSOR

BRITISH *Butler* INSTITUTE®
CHANGING PEOPLE'S LIVES



BEARER OF THE CREST
THE PRINCIPAL LICENSOR

Etiquette & Protocol MasterClass



2 Days Etiquette & Protocol 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

- The Art of Excellence.
- Receiving at Home with Style.
- Host and Hostess Role.



- Personal Image. The Essentials on How to Look Fabulous.
- Deportment Essentials to Move with Grace and Style.
- Greetings and Introductions Protocol.
- The Importance of Taking into Consideration Guests Preferences.
- Precedence.
- Table Setting. Surprise your Guests with Elegance.
- Correct Tray Setups, Cheese and Appetizers.
- Formal Dining Protocol.
- Table Manners.
- Afternoon Tea / Setting Etiquette, Protocol and Recipes. The History of English Afternoon Tea and High Tea.
- Create and Design Beauty with Boutique Flower Skills.
- Wine and Cheese Pairing Experience.



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

2 days MasterClass.

Value: 395,00 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 to choose:

Option A: August Monday 22nd and Tuesday 23rd, 2022

Option B: October Tuesday 25th and Wednesday 26th, 2022.

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:

"We learned so much from you that I am sure the team will not stop talking about this great learning experience for a long time".

Thomas Jecklin / St. Regis
Mexico City

"We are flattered and fortunate to learn from your experience, knowledge and passion for hospitality".

Fernanda Morales / Share at Sea

[More testimonials from our clients,](#)

