

HOSPITALITY & BUTLER



BRITISH *Butler* INSTITUTE®
CHANGING PEOPLE'S LIVES



Bearer of The Crest®
PRINCIPAL LICENSOR

3 DAYS
ETIQUETTE
&
PROTOCOL
MASTERCLASS



3 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 nsure that the most relevant and current methodology is imparted with the highest standards.



CURRICULUM

- The Art of Excellence.
- Receiving at Home with Style.
- Host and Hostess Role.
- Napkin Folding Skills.
- The Art of Serving Coffees and Teas.
- Afternoon Tea Workshop / History, Etiquette and Recipes.
- Create and Design Beauty with Boutique Flower Skills.
- How to feel comfortable eating “Tricky Food”.
- Wine and Cheese Paring. (Delivery by a Sommelier).
- Table Manners
- Greetings & Introductions Protocol
- Glass Experience by Riedel.
- Correct Tray Setups. Cheese and Appetizers.
- Formal Dining Protocol.
- Deportment Essentials to Move with Grace and Style.
- The Importance of Taking into Consideration Guests Preferences.
- Precedence.
- Table Setting. Surprise your Guests with
- Elegance.
- Eye for detail.
- Gifts and Thanks you cards



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

3 Days Course.

Value: £799,00 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 to 16:30 hrs.

Dates:
October 23rd to 25th, 2023

Training premises:
JW Marriott Santa Fe, Mexico City.

Contact:
mexico@britishbutlerinstitute.com
contacto@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

