

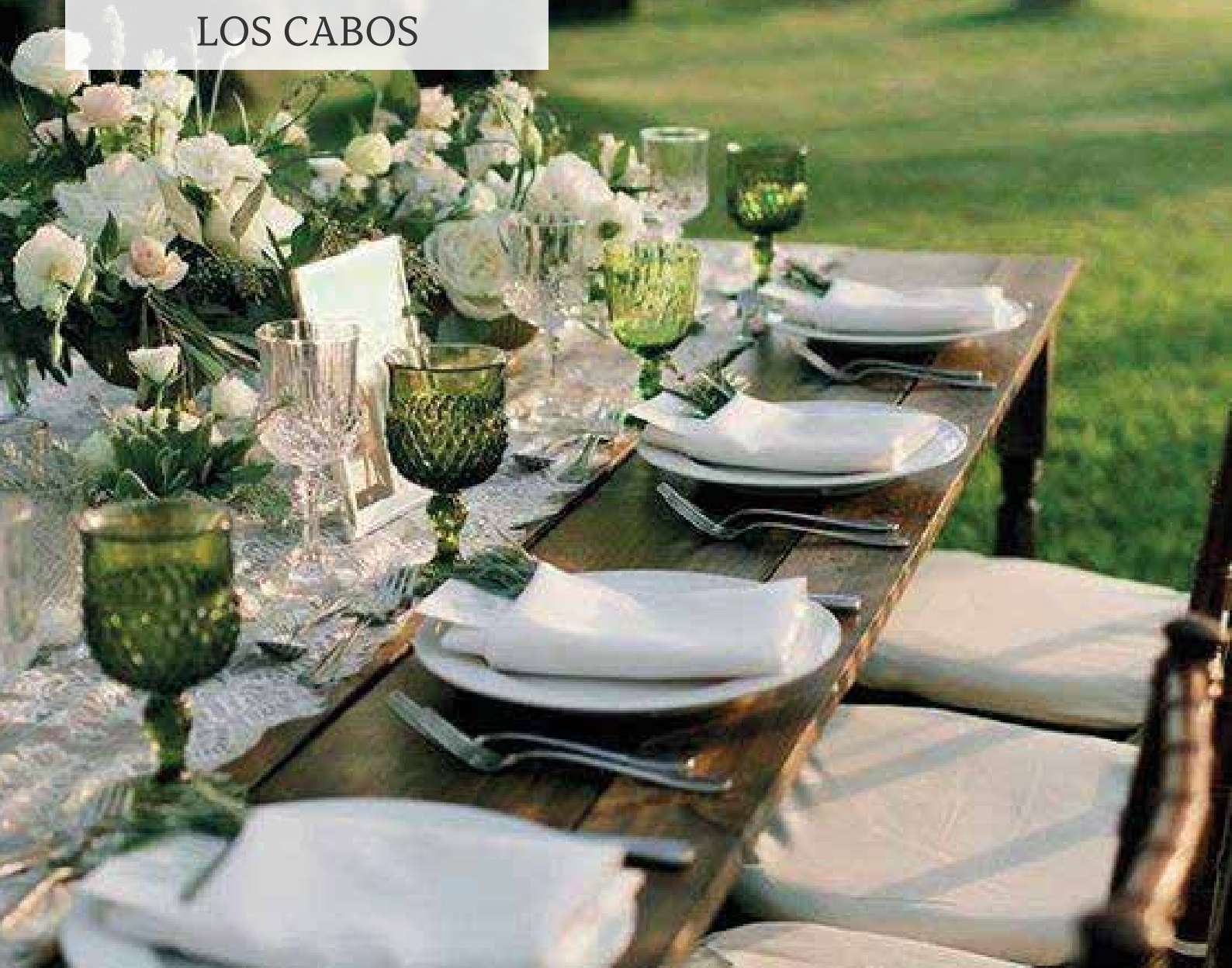
# HOSPITALITY & BUTLER



BRITISH *Butler* INSTITUTE®  
CHANGING PEOPLE'S LIVES



## HOSPITALITY MANAGEMENT I LOS CABOS



## 5 DAYS HOSPITALITY MANAGEMENT I

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

- Line Up. Personal Presentation.
- Butler Duties.
- What a Butler Should Carry On Person.
- Anticipation and Consistency.
- Personality, Behavior, Mind-Set and Service Attitude.
- Professional Language.
- Body Language, Facial Expressions.
- How to Present Small Objects.
- Detailing Importance. A General Vision from Hospitality and Luxury Residences Experts.
- Listen and Act.
- Meet, Greet and Departure Excellence.
- Formal and Semi Formal Table Setting.
- Service Rhythm.
- Trays Setup.
- Napkin Presentation with Style and Finesse. Correct Delivery.
- Shoe Care.
- Towel and Gowns Folds and Presentation.
- Turn Down Excellence. Detailed Delivery of Outstanding Turn Down Service.
- Household Manual and Guest Preferences Record.
- Room Orientation.



- Room Checklist.
- SPA Service Excellence.
- Door Knocking Protocol
- Wake Up Service (Not Just a Phone Call).
- Understanding VIP and Celebrity
- Expectations.
- How to Deal With Difficult Guests.
- Create and Design Beauty with Boutique
- Flower Skills.
- The 15 Steps to Unlimited Confidence.



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

5 Days Course.

Value: £1199,00 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:  
September 18th to 22nd, 2023.

Training premises:  
JW Marriott Los Cabos, Baja California.

Contact:  
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[contacto@hospitalityandbutler.com](mailto: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

