



HOSPITALITY & BUTLER



BRITISH *Butler* INSTITUTE®  
CHANGING PEOPLE'S LIVES



BEARER OF THE CREST  
THE PRINCIPAL LICENSOR

# Hospitality Management I





# 5 Day 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 ensure that the most relevant and current methodology is imparted with the highest standards.

## CURRÍCULUM

- Line Up. Personal Presentation.
- Butler Duties.
- What a Butler Should Carry Always with Him.



- Anticipation and Consistency.
- Personality, Behavior, Mind-Set and Service Attitude.
- Professional Language.
- Non Verbal 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.
- Silver Service.
- Trays Setup.
- Napkin Presentation with Style and Finesse. Correct Delivery.
- Champagne Presentation and Service. Level I.
- Wine Presentation and Service. Level I.





- Afternoon Tea / Setting Etiquette, Protocol and Recipes. The History of English Afternoon Tea and High Tea.
- 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 Check List.
- Packing and Unpacking of Suitcases. Level I.
- 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.
- How to use the "WOW" Factor to Surprise and Delight.
- 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: ~~880,00~~ GBP per person.

Promotional Value: 685 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:

August 15th to 19th, 2022.

Training premises:

JW Marriott Santa Fe, Mexico City.

Contact:

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Language:

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



### Some testimonials from our clients:

"Los miembros de mi equipo no solo aprendieron acerca del estilo de mayordomía Británico, sino que me ayudó a ampliar mi horizonte personal para ser parte del resultado del aprendizaje".

Dorit Lipka / Qasr Al Watan Palace

"Gracias por su compromiso y participación con Meliá á Bali y todo su equipo. Realmente espero que este sea solo el comienzo de un largo y maravilloso viaje".

Eduardo Perera / Meliá Bali

