



HOSPITALITY & BUTLER



BRITISH *Butler* INSTITUTE®  
CHANGING PEOPLE'S LIVES



BEARER OF THE CREST  
THE PRINCIPAL LICENSOR

# Hospitality Management II





## 5 Day Hospitality Management II

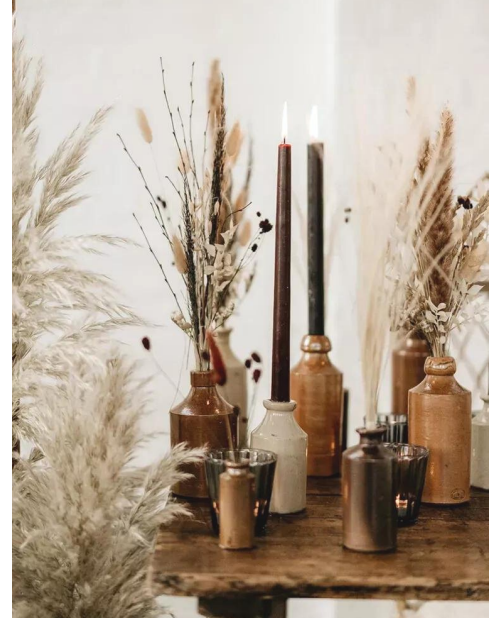
The British Butler Institute has been recognized as a worldwide leader for Butler Training and Hospitality.

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.

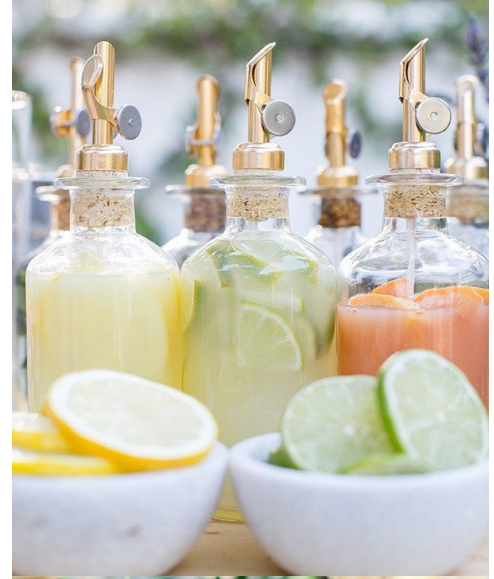
All our trainers have worked as butlers and are experts in customer service and detailing; with a wide range of skills and practical knowledge developed over many years of work experience for Royalty / Celebrities / Business Icons / Luxury Hotels / Super Yachts / Residences and Clients of all nationalities 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.
- Anticipation and Consistency.
- Listen and Act.
- Theatre of Service



- The art of Department Excellence for Service.
- Detailing Importance. A General Vision from Hospitality and Luxury Residences Experts.
- Formal Events:
  - Seating Plans and Precedence.
- Creating Magical Experiences.
- Chair and Napkin Presentation.
- Champagne Presentation and Service. Level II.
- Wine Presentation and Service. Level II.
- Cigar Presentation and Service.
- British Dining Protocol.
- Welcome Amenities.
- Room Service Excellence.
- Room Check Lists.
- Tea History and the Right Way of Brew and Serve.
- Concierge Management.
- Master Skills Needed for the Interview.
- Silver Cleaning.
- Essentials as a Traveling Butler.
- Picnic Excellence.





- Fine Points of Chauffeur Service.
- Understanding VIP and Celebrity Expectations.
- The Visitors Book.
- Correct Management / Understanding of Protocol and Delivery of Champagne Party and BBQ.
- Mixology. Level I.
- Contractors Management.
- How to Present Small Objects.
- Jacket Presentation.
- Laundry Presentation.
- Shoe Cleaning and Polishing.
- Packing and Unpacking Suitcases. Level II.
- Creation of the Household Manual.
- Inventory Management.
- Newspaper Presentation.
- Pool Side Service. Detailing / Language and Outstanding Service Considerations.
- Kids Clubs and other Experiences for Children. Creating Magic.
- SPA Service / Detailing and Language to Create Unsurpassed Experiences.



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: 685,00 GBP per person.

Tea, coffee and snacks included.

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

Training premises:

JW Marriott Santa Fe, Mexico City.

Contact:

[mexico@britishbutlerinstitute.com](mailto:mexico@britishbutlerinstitute.com)

[gh@hospitalityandbutler.com](mailto:gh@hospitalityandbutler.com)

Language:

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



### Some testimonials from our clients:

"La participación ilustró la importancia del servicio. Las respuestas positivas de los asistentes a la capacitación, son un reflejo del éxito del programa".

Santosh Poudel / Al Wajbah Palace

"Fue un placer recibirlos en nuestras instalaciones. Hicieron un trabajo fantástico, muy profesional. Siempre con un toque de sentido del humor al estilo Británico".

Stephane Fernández / Chanel

