

HOSPITALITY & BUTLER



HOSPITALITY MANAGEMENT II



5 DAYS HOSPITALITY MANAGEMENT II

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

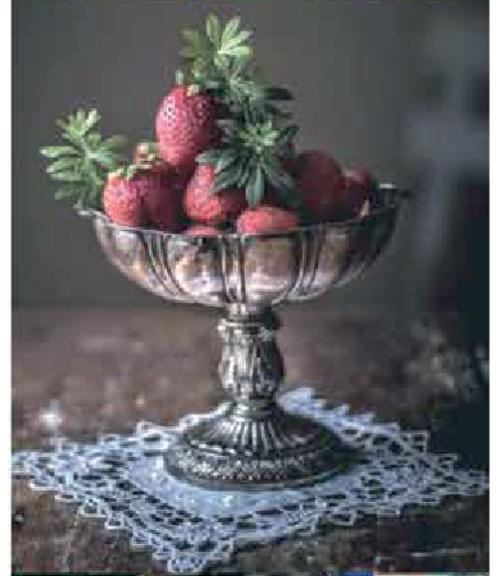
The British Butler Institute International School for Butler Administrators and Household Manager, It is a private Institute based in London that trains around 18 countries to professionals, with the most recent skills needed to meet and exceed the new International Standards.

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



CURRICULUM

- Line Up. Personal Presentation.
- Anticipation and Consistency.
- Listen and Act.
- Language of service
- The art of Department Excellence for Service.
- Detailing Importance. A General Vision from Hospitality and Luxury Residences Experts.
- Formal Events considerations
 - Seating Plans and Precedence.
- Sycronized Service
- Champagne Presentation and Service.
- Wine Presentation and Service.
- Cigar Presentation and Service.
- Welcome Amenities.
- In Room Service Excellence.
- English Afternoon tea - High Tea history and delivery.
- Concierge Management.
- Master Skills Needed for the Interview.
- Silver Cleaning.
- Essentials as a Traveling Butler.
- Picnic Excellence.



- Fine Points of Chauffeur Service.
- The Visitors Book.
- Correct Management / Understanding of Protocol and Delivery of Champagne Party and BBQ.
- Contractors Management.
- Jacket Presentation.
- Laundry Presentation.
- Packing and Unpacking Suitcases.
- 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: £1020,00 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:
August 14th to 18th, 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:

"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

"Nos sentimos halagados y
afortunados de aprender de su
experiencia, conocimiento y
pasión por la hospitalidad".

Fernanda Morales / Share at
Sea

