



The British Butler Institute and
Hospitality & Butler Training Program,
Santa Fe, Mexico.

5 Days Hospitality Management / Front of House / Executive Housekeeping Service and Delivery Excellence.

The British Butler Institute and Hospitality & Butler have developed an expert training program especially developed for all front of house and executive housekeeping professionals. We will train students to reach the highest level of service to match client's very high expectations. This course is delivered British and International Style by Mexican and British trainers.

5 Day Course Design: Training on, demonstrations, and role-playing on the specific skills of front of house and executive housekeeping.

The Curriculum will cover the following:

Day 1

- Line up.
- 7 Star Butler Care and techniques.
- Understanding professional service, what is a butler, background and purpose of the professional front of house service?
- Anticipation, consistency, small details and listen and act techniques.



- Understanding VIP and celebrity expectations.
- Persona, behaviour, mind-set and service attitude.
- The language of a professional.
- Dealing with a difficult guest and difficult situations.

Day 2

- Wine and champagne how to serve and pour.
- Review of body language, facial expressions, how to present items, carry a tray.
- Meet, greet and departure excellence.
- The setup of the household manual.
- Room check lists.
- How to ascertain the “little details” that clients tell us and use this information to create magic.



Day 3

- How to Make a Perfect Bouquet / Intensive Flower Workshop.
- Detailing. An expert overview in hospitality and luxury residential detailing.
- Towel and bathroom gown folds.
- Area and room orientation.
- Cleaning and polishing shoes.

Day 4

- Napkin presentation. Presentation with style and finesse. Correct delivery.
- Napkin folds. Practical class involving a range of classical folds.
- Turndown excellence. Detailed delivery of outstanding turndown service.
- Packing and unpacking of suitcases including wardrobe management.
- How to be the best concierge professional in the world.



Day 5

- Cigar workshop.
- Professional knowledge / delivery and care of cigars.
- Picnic.
- Children activities.
- English afternoon tea history and setup and High tea setup and delivery.
- The 15 steps to unlimited confidence.

Value inclusive:

The value per person is £995 inclusive.

Tea, coffee and snacks provided.

Global placement opportunities.

At the end of the afternoon of the last day:

- Graduation with certificate presentation.
- Presentation of The British Butler Institute Pins.

Times:

START		LUNCH		END
10:00 to 11:15	11:30 to 13:00	13:00 to 14:00	14:00 to 15:15	15:30 to 16:30

Training premises:

5 Star JW Marriot Hotel, Santa Fe, Mexico City

Email Contact details:

1. mexico@britishbutlerinstitute.com
2. mb@hospitalityandbutler.com

Dates:

The 5-day course will run from February 10th – February 14th 2020.

Language:

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

Santa Fe / Mexico / 5 Day Training /2020. Institute approved 361/0073/15.

Accommodation:

This is a non-residential course. However, if you require any help or assistance according to your budget please contact us on:

1. administration@britishbutlerinstitute.com.
2. mb@hospitalityandbutler.com

If you wish to stay at the JW Marriot we will assist with a discounted price.

