



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.
- Professional Profile Techniques:
- Finishing school expert will deliver celebrity tips / personalized assessment / latest style insights / elegant grooming lessons / elegant deportment.
- Expert skills for front of house and housekeeping.
- Anticipation, consistency, small details and listen and act techniques.



### Day 2

- Wine workshop. Including expert knowledge of different wines / opening / presentation and pouring and tasting of wines. Champagne knowledge and how to open a bottle of champagne and serve with style.
- Initiative. Initiative skills when engaging the client and before engaging the client.

- Leadership tools workshop. Leadership tools for behavioural influence.
- Tools for culture development. Tools to attain service culture excellence and to consistently deliver according to set standards



### Day 3

- Flower design workshop. Expert teaching and practical flower arrangement and design.
- Detailing. An expert overview in hospitality and luxury residential detailing.
- Towel and bathroom gown folds.

### 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.
- Voice clinic.
  - o Project your voice effortlessly.
  - o Sound clear and confident.
  - o 10 effective voice training exercises.
  - o Breathing techniques.

- Powerful vocabulary.
- Improve articulation.
- Improve pronunciation.



## Day 5

- Cigar workshop
- Professional knowledge / delivery and care of cigars
- Event detailing and expert delivery
- Picnic
- Children activities
- Barbeque
- Sport
- Celebration
- Cheese and wine
- Cocktail party
- Cinema night
- 100% Confidence workshop.
- The 15 steps to unlimited confidence.

## Value inclusive:

The value per person is £995 inclusive.

**At the end of the afternoon of the last day:**

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

**Times:**

Monday - Friday

START	END
10:00	16.30

**Training premises:**

5 Star JW Marriot Hotel, Santa Fe, Mexico City

**Email Contact details:**

1. [mexico@britishbutlerinstitute.com](mailto:mexico@britishbutlerinstitute.com)
2. [mb@hospitalityandbutler.com](mailto:mb@hospitalityandbutler.com)

**Dates:**

The 5 day course will run from May 6th - May 10th 2019.

**Language:**

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

**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](mailto:administration@britishbutlerinstitute.com).
2. [mb@hospitalityandbutler.com](mailto:mb@hospitalityandbutler.com)

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

