

HOSPITALITY MANAGEMENT I

CURRICULUM 2025

INTRODUCTION

The British Butler Institute, based in London and represented in 14 countries, was established in 1997 by two gentlemen who worked for Buckingham Palace, with all the methodology and expertise acquired.

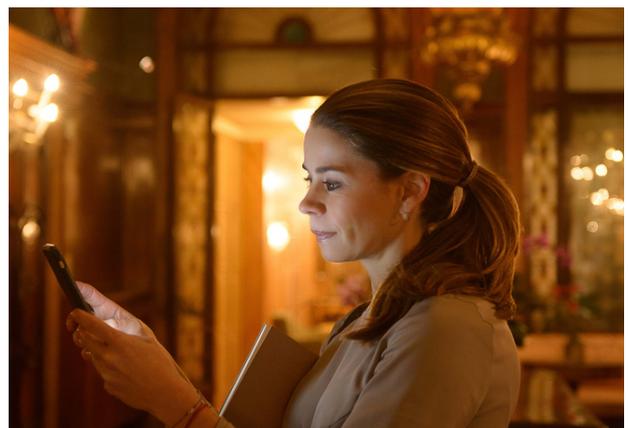
Hospitality and Butler is the representative of The British Butler Institute for Mexico and Latin America. Dedicated to perfecting techniques in service through consulting and hospitality training services.

Together they collaborate to exceed the luxury expectations of clients and guests; They have been recognized as leaders in Hospitality worldwide.

The philosophy of The British Butler Institute and Hospitality and Butler has always been to train according to the needs and requirements of each client, the construction of training programs is tailored to ensure maximum impact on students and thus develop long term relationships.



Gary Williams.
Principal The British Butler Institute



Monserrat Barros
Founder of Hospitality & Butler

CURRICULUM

- Line Up. Personal Presentation.
- Butler Duties.
- What a Butler Should Carry Always with Him.
- Anticipation and Consistency.
- Personality, Behavior, Mind-Set and Service Attitude.
- The Language of the Professional.
- 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.
- Trays Setup.
- Napkin Presentation with Style and Finesse. Correct Delivery.
- Cleaning and polishing shoes. Shoe Presentation.
- Towel and Gowns Folds and Presentation
- Turn Down Excellence. Detailed Delivery of Outstanding Turn Down Service.
- Household Manual and Guest Preferences Record.



CURRICULUM

- Room Orientation.
- Room Check list.
- 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 make a Simple and Perfect Flower Bouquet.
- The 15 Steps to Unlimited Confidence.



5-day MasterClass.

Training premises:
JW Marriott Santa Fe, México City.

Date:
February 10th to 14th, 2025

Times:
10:00 a 16:30 hrs.

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

Value:
£1,090.00 GBP per person.

Tea, coffee and snacks included.

Language:
This course is delivered in both Spanish and English language effectively
At the end of the course, Graduation will take place with delivery of certificates.

Some testimonials from our clients:

“It was a pleasure to welcome you in Chanel Offices. You did a fantastic job, very professional. Always with a bit of a British sense of humor.”

Stephane Fernandez
Chanel Mexico

“We are flattered and fortunate to learn from your experience, knowledge and passion for hospitality”.

Fernanda Morales
Share at Sea

Contact:
contacto@hospitalityandbutler.com
www.hospitalityandbutler.com
WhatsApp: 5587929008