

HOSPITALITY MANAGEMENT II

CURRICULUM 2024

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.
- Anticipation and Consistency.
- Listen and Act.
- Theater in Service.
- The Art of Deportment Excellence for Service.
- The Importance in the details. An Overview of Hospitality and Luxury Residential Experts.
- Formal Events:
 - Seating Plans and Precedence.
- Synchronized 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 Professional Excellence
- Master Skills Needed for the Interview.
- Silver Cleaning.
- Picnic of Excellence.
- Key points to travel with the Principal(s)
- Fine Points of the Driver Service.



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- The Guest Book.
- Correct Management / Understanding of Protocol and Delivery of Champagne Party and BBQ.
- Contractors Management.
- Jacket Presentation.
- Laundry Presentation.
- Packing and Unpacking of Suitcases.
- Inventory Management.
- Newspaper Presentation.
- Pool Side Service. Detailing / Language and Outstanding Service Considerations.
- Kids Clubs and other Experiences for Children. Creating Magic.



5-day MasterClass.

Training premises:
JW Marriott Santa Fe, México City.

Dates:
August 19 to 23, 2024

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:

“This past 4 weeks have been one of the most important in my career. The professionalism and knowledge that I have achieved has created a hug impact in my daily dedication. Never have I seen service with such new standards. Thank you so much for your time dedication and passion”

Sebastian Ruminot
LONDON HOUSE

“We learn so much from you guys, that I am sure the team will not stop talking about the great learning experience for a long time to come. Let’s see how we can give continuity in one way or another to all these lessons learn and the best practices. All the best and please visit us from time to time here, best regards.”

Tomas Jecklin
Director General
ST REGIS MEXICO CITY

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