



ARTISTS OF SERVICE: BUTLER SERVICE AT THE TOWERS AT PACIFICA

About the Butler Service

Pueblo Bonito Pacifica's resort-within-a-resort expansion – The Towers at Pacifica – debuted in December 2016 and along with it, luxurious amenities for guests to enjoy including world-class butler service. The butlers at The Towers at Pacifica view themselves as artists of service, providing extraordinary, customized service to guests to make their experience unforgettable. Butlers are carefully selected by senior leadership and undergo weeks of on-property training as well as certification by the prestigious British Butler Institute to uphold the resort's high hospitality standards. 24/7 butler service is offered to all guests of The Towers at Pacifica.

About the Butler British Institute

The British Butler Institute is recognized as the world's most exclusive butler and front of house school, setting the world standards in luxury hospitality. Based in London, the immersive butler training program teaches participants to reach the highest level of service that is expected of a butler, including mastering guest communicate, concierge excellence, food and beverage presentation, service etiquette, and much more.

Services

The Towers at Pacifica butlers provide anything that guests expect from premium, white-glove level of service, such as pre-arrival communication with guests, in-room check-in and check-out, arranging dining reservations, and unpacking and packing luggage. Not only do butlers handle the guest's needs at the resort, but also go far beyond their call of duty to elevate the guest's experience during their stay at Los Cabos. Some examples of how Pacifica butlers can make guests' imaginations become a reality include:

1. Arrange a cliff-side proposal at the 5th hole of the award-winning Quivira Golf Club, overlooking the Pacific Ocean
2. Set up a one-of-a-kind evening under the stars on the beach complete with a bonfire and stargazing at Land's End
3. Map out an insider's guide to the most authentic street food in Los Cabos, and lead you to the best shops, local boutiques, and art galleries while carrying your bags for you
4. Take you on a spectacular whale watching trip during the winter months (December – April)
5. Bring you around the mountainside to the village of El Arenal, where you can have a custom glass heart blown for you at the San Miguel Blown Glass Shop, the home of Pueblo Bonito Pacifica's majestic glass hearts

###