

# LEVEL I – CERTIFIED HOUSE MANAGER: RESIDENTIAL OPERATIONS HOUSE MANAGER CERTIFICATION E-COURSE

This program delivers a focused and practical education in private household management, equipping candidates with the skills to confidently oversee daily operations, staff coordination, and household systems.

The curriculum is designed to provide a strong operational foundation while introducing key leadership principles essential for managing a private residence. Review the program brochure to explore the curriculum structure and gain insight into the scope of training provided.



# HOUSE MANAGER CERTIFICATION PROGRAM

## PROGRAM OVERVIEW

The Professional House Manager Certification is a comprehensive training program designed to prepare individuals to effectively manage the daily operations of a private residence. Focused on single-property oversight, this program develops the core competencies required to maintain structure, efficiency, and seamless household functionality within high-net-worth environments.

The curriculum reflects the real-world responsibilities of a House Manager, including staff coordination, vendor management, administrative organization, property upkeep, and household systems implementation. Emphasis is placed on operational excellence, discretion, and the ability to proactively support the evolving needs of private households.

Through this program, students gain the practical knowledge and professional framework necessary to confidently oversee a residence, ensuring all aspects of the home are managed to the highest standard.

## WHO THIS PROGRAM IS FOR

- Current House Managers seeking to refine their skills and elevate their level of service
- Individuals pursuing a career as a House Manager within private households
- Nannies looking to transition into household management roles
- Housekeepers and domestic professionals seeking career advancement
- Hospitality professionals transitioning into the private domestic sector
- Individuals pursuing long-term careers in private service and residential operations

This program serves as a natural progression for professionals within the private domestic and hospitality sectors who are ready to step into a leadership role within a private residence.

## Recommended Admission Requirements

### Program Admission Requirement

Intended Candidate - Residential House Manager Certification – Level I

No prior House Manager experience is required. Applicants must have a minimum of 3 consecutive years of professional experience in private service, hospitality, executive or personal support, or another transferable service or operations-based field, or hold a degree from an accredited higher education institution and 2 years of professional experience.

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Meeting the minimum admission requirements does not guarantee acceptance into the program. All applications are reviewed individually, and admission is granted at the discretion of HMN-Academy based on the applicant's education, professional experience, qualifications, and overall alignment with the program. HMN-Academy reserves the right to approve or decline admission based on its admissions standards and program requirements.

## PROGRAM FORMAT

- Delivery: Self-Paced Online Certification
- Completion Timeline:
  - As little as 9 weeks with full-time dedication
  - Approximately 6 months on a part-time basis
- PROGRAM COMPONENTS INCLUDE:
  - Comprehensive, structured reading materials
  - Professionally developed video presentations aligned with course content
  - Case studies based on real-world private household scenarios
  - Applied assignments and practical exercises
  - Quizzes to test you acquired knowledge
  - Scenario-based evaluations and a final assessment (30-60-90 video plan)
  - Final household manual project demonstrating integrated learning

Employment Disclaimer: Successful completion of the program and/or earning the certification does not guarantee employment, job placement, promotion, or a specific level of compensation within the private-service industry. Employment outcomes depend on multiple factors, including a candidate's prior experience, professional qualifications, demonstrated knowledge and competencies, references, interview performance, geographic market, and individual employer requirements. Completion of the program is designed to strengthen professional knowledge, preparedness, and competitive positioning within the private-service sector but should not be interpreted as a guarantee of employment.

# HOUSE MANAGER CERTIFICATION PROGRAM SYLLABUS

## COURSE CURRICULUM:

### Chapters & Key Modules

#### Chapter 1: History of the Private Domestic Worker & Their Roles

Provides a comprehensive understanding of household staffing structures and the evolution of private service roles.

- Module 1: Household & Estate Management
- Module 2: Culinary & Dining Staff
- Module 3: Housekeeping & Maintenance
- Module 4: Childcare & Family Support
- Module 5: Personal & Wellness Staff
- Module 6: Property & Outdoor Staff
- Module 7: Security & Protection
- Module 8: Pet Care & Animal Services
- Module 9: Event & Hospitality Staff
- Module 10: Technical & Administrative Support
- Module 11: Different Employment Types

#### Chapter 2: Etiquette in the Private Domestic Home

Focuses on professionalism, discretion, and behavioral standards within private households.

- Module 1: Introduction to Etiquette in Private Service
- Module 2: Professionalism and First Impressions
- Module 3: Communication and Discretion
- Module 4: Respecting Personal Boundaries
- Module 5: Household Service and Hospitality Etiquette
- Module 6: Cultural Awareness and Sensitivity
- Module 7: Conflict Resolution and Problem-Solving
- Module 8: Maintaining a Professional Relationship with Employers
- Module 9: Best Practices for Household Etiquette

#### Chapter 3: Administrative & Organizational Management

Covers the systems and operational frameworks required to maintain an efficient and well-structured household.

- Module 1: Household Policy and Procedure Development
- Module 2: Daily Scheduling and Calendar Management
- Module 3: Record Keeping and Documentation Management

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## Chapter 4: Property & Maintenance Management

Focuses on property oversight, maintenance planning, and operational systems.

- Module 1: Seasonal Home Maintenance Planning
- Module 2: Home Renovation Project Oversight
- Module 3: Critical Household Operations Systems

## Chapter 5: Luxury Services & Lifestyle Management

Provides insight into managing high-end services and supporting complex lifestyles.

- Module 1: Wine Cellar Management and Sommelier Services
- Module 2: Luxury Car Detailing and Chauffeur Service Scheduling
- Module 3: Custom Wardrobe Curation and Personal Shopping
- Module 4: Organizing Personalized Luxury Gifting Services
- Module 5: Organizing: Small, Medium, Large & Grand Events

## Chapter 6: Technology & Digital Management

Focuses on modern tools and secure systems used within private households.

- Module 1: Implementing Household Management Software
- Module 2: Training Staff on Digital Tools
- Module 3: Secure Home Networking and IT Infrastructure
- Module 4: High-Tech Home Entertainment System Management

## Chapter 7: The Housekeeper, Nanny & Chef

Focuses on collaboration and coordination among core household staff.

- Module 1: Working with a Private Domestic Housekeeper
- Module 2: Organization and Time Management
- Module 3: Handling Special Requests and Custom Needs
- Module 4: Communication and Professionalism
- Module 5: Working with a Private Domestic Nanny
- Module 6: Communication and Feedback with Parents
- Module 7: Collaborative Work with Other Household Staff
- Module 8: Working with a Private Domestic Chef
- Module 9: Kitchen Management and Food Safety
- Module 11: Coordination and Flexibility with Household Staff

# HOUSE MANAGER CERTIFICATION PROGRAM SYLLABUS

## Chapter 8: Household & Estate Finances

Provides foundational financial systems and oversight.

- Module 1: Essential Financial Topics for Estate & Household Managers
- Module 2: Estimating and Tracking Expenses
- Module 3: Payroll and Staff Compensation
- Module 4: Bill Management and Payment Processing

## Chapter 9: Vendors, Suppliers & Contractors

Focuses on managing external service providers and contracts.

- Module 1: Vendor Selection & Procurement Process
- Module 2: Vendor & Contractor Performance Management
- Module 3: Sustainable & Ethical Vendor Practices

## Chapter 10: Human Resources & Household Staffing

Provides structured training in staffing, compliance, and workforce management.

- Module 1: Creating Staff Handbooks and Training Manuals
- Module 2: Conflict Resolution and Mediation Techniques
- Module 3: Cultural Sensitivity Training for Staff
- Module 4: Payroll Processing and Compliance with Labor Laws
- Module 5: Non-Disclosure Agreements and Confidentiality Contracts
- Module 6: Employee Retention Strategies for Long-Term Service

## FINAL HOUSEHOLD MANUAL PROJECT EXAMINATION

Students will complete a final project demonstrating their ability to apply course concepts in a real-world scenario.

### Project Components:

- Household operations plan for a single property
- Household manual for a single property
- 30-60-90 day implementation plan
- Recorded presentation via youtube 15-30 minutes for 30-60-90

## CERTIFICATION

Upon successful completion (passing grade of 80%), students will receive a certification in House Management, recognizing their training in private household operations, leadership, and management.

## HOUSE MANAGER CERTIFICATION PROGRAM

# HMN Academy

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A career in private household and estate management requires more than experience—it requires structure, precision, and the ability to operate at a consistently high standard.

This certification is designed for individuals who are committed to developing those capabilities and advancing within the private domestic sector *with confidence and professionalism*.

Whether you are refining your current role or preparing for the next level, the investment in your *knowledge and skillset* will define your long-term success.

The time to elevate your career is now.

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**HMN ACADEMY**

Professional Training for Private Household & Estate Management