

EXECUTIVE HOUSEKEEPER CERTIFICATION PROGRAM

Leadership, Training and Excellence in Private Housekeeping

The Executive Housekeeper Certification provides comprehensive education in professional housekeeping, leadership, and team training for private homes. The program develops advanced knowledge and skills in cleaning techniques, organization, inventory management, household operations, safety, and the professional standards required to manage and train housekeeping teams in luxury residential environments.

Designed for current and aspiring executive housekeepers, the curriculum combines practical skills with leadership, staff supervision, training, and the attention to detail required in private households.



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EXECUTIVE HOUSEKEEPER CERTIFICATION PROGRAM

PROGRAM OVERVIEW

The Executive Housekeeper Certification is a comprehensive training program designed to provide individuals with the knowledge, professional standards, and leadership skills required to manage and oversee housekeeping operations in private homes, estates, and luxury residences.

The curriculum covers all aspects of executive-level housekeeping, including professional cleaning techniques, specialized surface care, laundry and wardrobe management, organization and inventory systems, staff supervision and training, budgeting, safety and emergency preparedness, event readiness, family and pet-friendly environments, and outdoor and seasonal care.

Through this program, students develop the technical expertise, leadership skills, and professional judgment necessary to maintain the highest standards of cleanliness, organization, and service excellence within a private household, while effectively managing and training a housekeeping team.

WHO THIS PROGRAM IS FOR

- Individuals interested in pursuing a career in private service as an Executive Housekeeper
- Aspiring Executive Housekeepers seeking comprehensive training in both housekeeping techniques and leadership responsibilities
- Current housekeepers seeking to refine their skills and advance into a supervisory or management role
- Private service professionals seeking to expand their knowledge of residential cleaning, organization, and household operations
- Individuals seeking to understand staff supervision, training, budgeting, and quality control within a private household
- Professionals interested in learning specialized cleaning techniques, laundry and wardrobe care, event preparation, and estate-level housekeeping standards
- Individuals seeking a structured educational foundation for long-term career growth in private-service housekeeping

This program is designed for both aspiring and current housekeeping professionals seeking a structured educational foundation in executive-level housekeeping and long-term development within the private-service industry.

RECOMMENDED ADMISSION REQUIREMENTS

Program Admission Requirement

Intended Candidate – Executive Housekeeper Certification

Applicants must be at least 18 years of age. No prior professional housekeeping or private-service experience is required, and there are no educational or professional prerequisites for enrollment.

The program is designed to provide an accessible entry point for individuals pursuing a career as an Executive Housekeeper while also offering experienced professionals an opportunity to strengthen their technical knowledge, refine their skills, and develop leadership competencies for supervisory responsibilities within luxury private residences.

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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
- Knowledge checks throughout the program
- Quizzes to test your acquired knowledge
- A 30-60-90 Day Plan project to develop a comprehensive housekeeping management plan
- A video presentation demonstrating your skills, knowledge, and professional approach
- A comprehensive final examination consisting of 200 multiple-choice questions
- Evaluation of case studies, assignments, and the 30-60-90 Day Plan
- Certification is awarded upon successful completion of all program requirements

COURSE CURRICULUM: Chapters & Modules

Chapter 1: History & Evolution of Executive Housekeeping

Explores the origins, development, and modernization of housekeeping, highlighting key historical influences and the evolution of professional housekeeping within private residences.

- Module 1: Historical Overview and Evolution of Housekeeping
- Module 2: The Importance of Housekeeping and Domestic Organization
- Module 3: The Role and Responsibilities of a Housekeeper
- Module 4: Personal Qualities of a Professional Housekeeper
- Module 5: Safety and Hygiene in Housekeeping

Chapter 2: Understanding the Private Domestic Sector

Provides an overview of the private domestic sector, including different types of residences, client expectations, staffing requirements, and the unique standards of service within luxury homes and estates.

- Module 1: Understanding the Private Domestic Sector
- Module 2: Types of Private Residences and Staffing Requirements
- Module 3: Understanding Client Expectations and Preferences
- Module 4: Confidentiality and Privacy in Private Households
- Module 5: Cultural Sensitivity in Housekeeping
- Module 6: Adapting to Different Household Dynamics

Chapter 3: Housekeeping Tools and Equipment

Covers the essential tools, equipment, and technology used in professional housekeeping, including proper use, maintenance, and selection for different surfaces and environments.

- Module 1: Basic Cleaning Tools and Supplies
- Module 2: Advanced Cleaning Equipment for High-End Residences
- Module 3: Safe Handling and Storage of Cleaning Chemicals
- Module 4: Proper Use of Cleaning Implements and Surface-Specific Techniques
- Module 5: Maintaining and Repairing Housekeeping Equipment

Chapter 4: Cleaning Techniques and Methods

Explores professional cleaning techniques, surface care, and specialized methods for maintaining a wide range of materials and finishes commonly found in private residences.

- Module 1: Surface-Specific Cleaning Approaches
- Module 2: Specialized Cleaning of Luxury Materials and Valuable Items
- Module 3: Stain Removal Techniques for Luxury Surfaces and Fabrics
- Module 4: Cleaning and Maintaining High-Traffic Areas
- Module 5: Green Cleaning Practices and Sustainable Housekeeping

EXECUTIVE HOUSEKEEPER CERTIFICATION PROGRAM SYLLABUS

COURSE CURRICULUM:

Chapters & Modules

Chapter 5: Organizing and Storage Management

Covers organization and storage management in luxury residences, including wardrobes, functional living spaces, and inventory systems.

- Module 1: Efficient Storage Solutions for Luxury Residences
- Module 2: Decluttering and Organizing Strategies
- Module 3: Managing Wardrobes and Closet Systems
- Module 4: Creating Functional Living Spaces
- Module 5: Labeling and Inventory Systems

Chapter 6: Time Management and Prioritization

Explores scheduling, task prioritization, time-saving strategies, and responses to changing household needs.

- Module 1: Time Management and Prioritization in Executive Housekeeping: A Comprehensive Approach
- Module 2: Setting Realistic Cleaning Schedules
- Module 3: Prioritizing Tasks Based on Importance
- Module 4: Time Savings Strategies in Housekeeping
- Module 5: Dealing with Time Constraints
- Module 6: Handling Unexpected Situations

Chapter 7: Specialized Cleaning Tasks

Examines specialized cleaning for luxury materials, delicate possessions, seasonal care, and comprehensive deep cleaning.

- Module 1: Mastering Specialized Cleaning Tasks in High-End Homes: A Comprehensive Guide
- Module 2: Dealing with Pets and Allergies
- Module 3: Handling Delicate Surfaces and Materials
- Module 4: Managing Silverware, Antiques, and fine China
- Module 5: Seasonal Cleaning and Maintenance
- Module 6: Deep Cleaning Techniques

Chapter 8: Personal Presentation and Professionalism

Addresses professional presentation, communication, employer relationships, feedback, confidentiality, and discretion.

- Module 1: Personal Presentation and Professionalism: Keys to Success for Executive Housekeepers in High-End Estates
- Module 2: Dress Code and Personal Grooming
- Module 3: Interacting with Employers and Guests
- Module 4: Building Trust and Professional Relationships
- Module 5: Handling Feedback and Criticism
- Module 6: Confidentiality and Discretion in Housekeeping

COURSE CURRICULUM:

Chapters & Modules

Chapter 9: Health and Safety in Housekeeping

Examines safe housekeeping practices, injury prevention, chemical handling, fire safety, first aid, and personal protective equipment.

- Module 1: Prioritizing Health, Safety, and Well-being: A Housekeeper's Guide in a High-End Estate
- Module 2: Ergonomics and Injury Prevention
- Module 3: Chemical Safety and Handling
- Module 4: Fire Safety and Emergency Procedures
- Module 5: First Aid and Basic Medical Knowledge
- Module 6: Personal Protective Equipment (PPE)

Chapter 10: Sustainability and Green Practices

Explores sustainable housekeeping methods, environmentally responsible products, resource conservation, and waste management.

- Module 1: Sustainable Practices in High-End Estate Management: An Executive Housekeeper's Perspective
- Module 2: Implementing Eco-friendly Cleaning Products
- Module 3: Waste Management and Recycling
- Module 4: Energy and Water Conservation
- Module 5: Sustainable Purchasing Choices
- Module 6: Educating Clients on Green Practices

Chapter 11: Laundry Care and Management

Covers professional laundering, garment and fabric care, stain removal, and the organization and storage of clean laundry.

- Module 1: Laundry Care and Management
- Module 2: Sorting and Categorizing Laundry
- Module 3: Washing, Drying, and Ironing Techniques
- Module 4: Handling Delicate Fabrics and Special Garments
- Module 5: Stain Removal and Laundry
- Module 6: Organizing and Storing Clean Laundry

Chapter 12: Kitchen Cleaning and Maintenance

Addresses kitchen sanitation, equipment and appliance cleaning, food-storage organization, and common kitchen cleaning challenges.

- Module 1: Kitchen Cleaning and Maintenance: A Guide to Impeccable Standards
- Module 2: Safe Handling of Kitchen Tools and Utensils
- Module 3: Cleaning Appliances (Oven, Microwave, Refrigerator)
- Module 4: Sanitizing Countertops and Food Preparation Areas
- Module 5: Managing Food Storage and Inventory
- Module 6: Addressing Kitchen Specific Challenges (ex: Grease, Food stains)

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COURSE CURRICULUM:

Chapters & Modules

Chapter 13: Bathroom Sanitation and Hygiene

Covers bathroom hygiene, sanitation, surface disinfection, tile and grout care, toiletries, and mold prevention.

- Module 1: Elevating Hygiene: Bathroom Sanitation Essentials
- Module 2: Disinfecting Surfaces on Fixtures
- Module 3: Tile and Grout Cleaning Techniques
- Module 4: Managing Toiletries and Personal Care Items
- Module 5: Mold and Mildew Prevention
- Module 6: Re-stocking Bathroom Supplies

Chapter 14: Guest Room Preparation

Explores professional guest room preparation, bed and linen presentation, guest amenities, and personalized hospitality.

- Module 1: Exquisite Hospitality: Mastering the Art of Guest Room Preparation
- Module 2: Making Beds and Changing Linens
- Module 3: Arranging Amenities and Welcome Packs
- Module 4: Creating a Welcoming Atmosphere
- Module 5: Anticipating Guest Needs and Preferences

Chapter 15: Creating Child and Pet Friendly Environments

Addresses safe and welcoming environments for children and pets, including childproofing, cleaning, and allergen management.

- Module 1: Enchanting Harmony: Crafting a Child and Pet-Friendly Haven in a Luxury Estate
- Module 2: Childproofing and Safety Measures
- Module 3: Cleaning Toys and Play Areas
- Module 4: Managing Pet Supplies and Waste
- Module 5: Handling Pet Hair and Allergens
- Module 6: Ensuring a Safe Environment for Children and Pets

Chapter 16: Special Events and Entertaining

Covers event preparation, guest service, dining and buffet presentation, post-event cleaning, and incident response.

- Module 1: Extravagance Unleashed: Special Events and Entertaining in High-End Homes
- Module 2: Preparing for Events and Gathering
- Module 3: Setting up Dining Areas and Buffets
- Module 4: Managing Guests Coats and Belongings
- Module 5: Post Event Cleaning and Resetting
- Module 6: Dealing with Spills and Accidents During Events

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COURSE CURRICULUM:

Chapters & Modules

Chapter 17: Outdoor and Patio Areas

- Module 1: Al Fresco Luxury: Managing and Cleaning Outdoor Patio Areas in High-End Residences
 - Module 2: Patio Furniture Cleaning and Maintenance
 - Module 3: Sweeping and Managing Outdoor Debris
 - Module 4: Seasonal Outdoor Preparations
 - Module 5: Pool Area Cleaning and Maintenance
 - Module 6: Handling Outdoor Entertaining Spaces
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Chapter 18: Managing Household Inventories

- Module 1: Mastering Household Inventories: A Housekeeper's Guide to Efficiency and Organization
 - Module 2: Creating and Maintaining a Household Inventory
 - Module 3: Shopping and Cleaning Supplies and Groceries
 - Module 4: Budgeting for Household Expenses
 - Module 5: Organizing Pantries, Closets, and Storage Areas
 - Module 6: Minimizing Waste and Overstocking
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Chapter 19: Emergency Preparedness and Response

- Module 1: Emergency Preparedness and Response: Ensuring Safety in a High-End Residence
 - Module 2: Creating an Emergency Plan for the Household
 - Module 3: Fire Safety Drills and Procedures
 - Module 4: First Aid and Emergency Response Training
 - Module 5: Handling Power Outages and Utility Failure
 - Module 6: Coordinating with Emergency Services
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Chapter 20: Executive Housekeeping Leadership and Departmental Management

- Module 1: The Role of the Executive Housekeeper as a Leader
 - Module 2: Staff Recruitment, Onboarding, and Professional Development
 - Module 3: Staff Scheduling, Delegation, and Workload Management
 - Module 4: Standard Operating Procedures and Quality Assurance
 - Module 5: Staff Communication, Conflict Resolution, and Performance Management
 - Module 6: Departmental Budgeting, Purchasing, and Resource Management
 - Module 7: Operational Leadership, Problem-Solving, and Continuous Improvement
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Final Assessment & Certification Requirements

The final assessment is designed to evaluate your understanding of the course material and your ability to apply professional housekeeping knowledge and skills in real-world residential settings. Successful completion of all components is required to earn the Executive Housekeeper Certification.

ASSESSMENT COMPONENTS



Final Examination

A comprehensive 200-question online exam covering all course chapters. The exam includes a combination of multiple choice, true or false, and scenario-based questions.



Case Studies & Assignments

Completion of all required case studies and practical assignments demonstrating your ability to apply course concepts to real-world housekeeping situations.



30-60-90 Day Plan

A final professional development plan that outlines your goals, strategies, and action steps for your first 30, 60, and 90 days as an Executive Housekeeper.

PASSING REQUIREMENTS



A minimum score of **80%** is required

You must achieve a minimum overall score of 80% on the final examination and successfully complete all case studies, assignments, and the 30-60-90 day plan to receive your Executive Housekeeper Certification.

CERTIFICATION

Upon successful completion of all requirements, you will receive an Executive Housekeeper Certification from HMN-Academy, recognizing your knowledge, skills, and commitment to professional housekeeping.



Official
Certification
from HMN-Academy



Demonstrates
Professional Knowledge
& Skills



Strengthens
Your Professional
Credentials



Enhances
Career Opportunities
in Private & Professional
Households

HMN Academy



A career in executive housekeeping is more than cleaning—it requires leadership, organization, attention to detail, and the ability to maintain exceptional standards in private residences and estates.

This certification is designed for individuals who are committed to deepening their knowledge of professional housekeeping, strengthening their practical skills, and advancing their careers in the private domestic sector *with confidence and professionalism*.

Whether you are an experienced housekeeper looking to elevate your role or transitioning into executive housekeeping, the investment in your *knowledge and skills* will define your long-term success.

The time to elevate your career is now.

www.hmn-academy.org
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HMN ACADEMY

PROFESSIONAL EDUCATION
FOR THE PRIVATE DOMESTIC SECTOR