



Privilege Services

— TAILOR-MADE ASSISTANCE —

TRAINING: HOUSEKEEPER



A HIGH LEVEL PROGRAM

Dear applicant,

we would like to thank you for your demand concerning our housekeeper training. This training is the first of its kind in Luxemburg.

Privileges services has teamed up with the renowned School for butlers & hospitality, to bring you a training of the highest level. This insitution is recognised worldwide as the finest training provider for domestic programs.

Mr. David Lachavannes will be conducting the cooking lessons. He is the former chef to the Ambassador of France and a semi finalist in the prestigious Meilleur Ouvrier de France competition.

This document will give you an insight into the practical organisation of the training and the criteria to be eligible for participating.

Therefor it is our privilege to invite you to our offices. Please do not hesitate to contact us and make an appointment.

Kind regards,

Ludivine Fuchs-Didelot
Managing director



INFORMATION ABOUT THE HOUSEKEEPER TRAINING

Being at the service of people will give you a great sense of satisfaction.

THE BEST EXPERTS - We have selected the best instructors you can find. To us it is very important that you can trust our training to perform at the highest level when you graduate.

UNIQUE 21ST CENTURY HOUSEKEEPER - These days principals expect their housekeepers to be world savvy. Know the best products and the best techniques. We don't train housekeepers for the past but for the future.

TECHNOLOGY THE MODERN HOUSEKEEPER - There is a lot to organize in a household: the daily meals, laundry, transportation, staff and of course the personal service to your principal. To communicate in every possible direction, we have created our own domestic management system. This system allows you to keep track of expenses, guest history, procedures, staff files and much much more. Technology at its best.



FOLLOWING IS ALSO INCLUDED IN ALL COURSES

- High level training in dedicated environment
- The guarantee of being trained in small groups
- Documentation: personal binder + digital documents
- 2 coffee breaks per day with snacks
- All needed products for hands on training
- Accessories to complete your uniform
- High quality presentations, pen and personalized stationary
- Graduation ceremony
- Wifi points in the estate
- Job offer opportunities thanks to our recruitment agency
- Access to the alumni SBH online system.
- ...

POSSIBLE FIELD TRIPS/GUEST SPEAKERS*

- Cooking lessons by high leve experienced chef
- Flower workshop
- Expert shoe shining training
- and much more

**upon availability*



WELCOME TO ESTATE CLAUSEN



in the heart of Luxemburg

SAMPLE LIST OF TOPICS

Non-Exhaustive

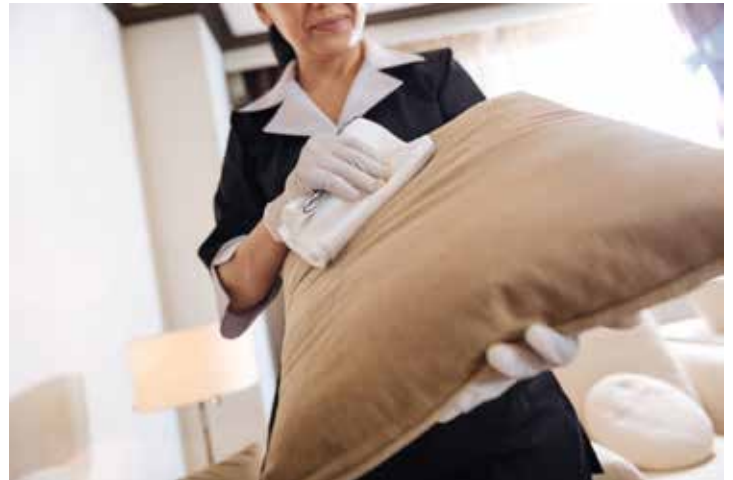
- Introduction to the training
- What is service?
- What is hospitality?
- The 3 essential housekeeper techniques that will stay with you all your life.
- The 7 secrets of a gentleman's shirt
- What is a Housekeeper and what is the difference with other service professionals ?
- Delivering service excellence
- The Housekeeper's 24 hour day
- Department
- First impressions
- Welcoming guests
- Eye for detail
- Knowing when and how to enter a room
- Housekeeping essentials
- Valeting
- How to pack and unpack a suitcase
- How to clean shoes
- Tying a bow tie
- Laundry management
- 50 cleaning tips
- International etiquette and protocol
- Maintenance of fine materials
- MBWA
- Guest history
- Work safety
- Food procedures
- Flowers
- What to do if...
- How to deal with children
- First aid for adults and children
- Domestic management system
- How to prepare guest rooms
- Handling accidents
- Development and follow up of the household book
- Preparing clothes for your guests
- The 3 only cleaning products you will ever need
- The 6 P's to planning
- How to serve breakfast
- Product knowledge
- How to polish glass
- How to polish porcelain
- How to polish silverware
- Approaching guests correctly
- The need for a smooth guest departure
- Order of service
- Waiting at table
- The art of dressing a table
- Animale care
- Dangerous items considerations
- Staff management
- Inventories
- How to impress your principal
- Essentials on cars
- Security
- HACCP method
- Maintenance of materials and rooms
- Storage and conservation
- Making balanced menus
- Make a grocery list
- Propose take away meals
- Product knowledge on wine
- Making a SOP
- Visiting a wine cellar
- Basic cooking
- Mystery box cooking
- Book references
- and much much more
- ...



CLOTHING REQUIREMENTS

During normal training days we ask you to wear a uniform attire. As you will learn, it is not advisable to wear a garment two days in a row. Therefore we suggest you bring two pieces of each.

Don't forget we will provide you with a housekeeper tunic as well. This is to be worn during exercises and tests.



DARK NAVY BLUE TROUSERS

CLASSICAL TROUSERS
BLACK SOCKS/STOCKINGS
BELT OPTIONAL

WHITE SHIRT

DOUBLE CUFF (MEN)
HALF CUTAWAY COLLAR WITHOUT BUTTONS
BLOUSE FOR WOMEN
WE WILL PROVIDE CERTAIN ACCESSORIES

SHOES

BLACK OXFORD STYLE SHOES (NO BROGUES!)
WE RECOMMEND HIGH QUALITY SHOES IN CALF LEATHER.

LADIES CAN WEAR STYLISH HEELS (MAXIMUM 4CM)



TRAINING INVESTMENT

2 WEEK HOUSEKEEPER TRAINING

TRAININGS 2018

22 JANUARY - 1 FEBRUARY

17 - 27 SEPTEMBER

TRAININGS 2019

14 - 24 JANUARY

16-26 SEPTEMBER

INVESTMENT: € 2500

Truly everything is included in the training.

Confirmation of your application upon reception of 50% of the course fee. Remaining sum is due 6 weeks prior to the start of the course.

The deposit is not refundable. In case of sickness, the training can be followed at another time.

Every training is limited to 8 students.

We recommend bringing a laptop or tablet computer.

All courses are given in French, knowledge of the French language is essential in order to follow the lessons and communicate with your fellow students. Some of our instructors speak English, Dutch and German and are more than happy to explain certain things on the side in these languages.

Experience in the hotel industry or a domestic environment is a plus. In any case a willingness to excel as a professional housekeeper is essential. Please contact us for a first conversation.

We don't offer any payment plans.

CANCELLATIONS

We understand that certain things might happen that prevent you to attend. If you cancel more than 3 months before the training, we will reimburse you fully. Should you cancel within 3 months of the start of a training the deposit is not refundable but can be used for another training within 15 months from the start of the course.

ORGANISER DETAILS OF THIS TRAINING

Privilege Services
11-13, boulevard Grande-Duchesse Charlotte
L-1331 Luxembourg

Agreed by the Ministry of Economy, as organisation for professional trainings, N° 10030668/1

ENROLLMENT FORM HOUSEKEEPER

Personal details

First name:

Surname:

Address:

Postal code & location:

Country:

Date of birth:

Nationality:

Cell/phone:

E-mail:

Gender:

Marital status:

Children (+ ages):

ID - passport number:

Date and duration of preferred training:

Next of kin to be notified in case of emergency:

Do you have any dietary requirements ?

Are there any medical issues we should be aware of ?

What languages do you speak ?

Do you smoke ?

Do you have any past criminal offences on record, please elaborate.

Additional information

What is your current profession/job title ?

Jacket size (chest size):

What is your motivation to be accepted in this training ?

Any other remarks ?

DATE AND SIGNATURE

By signing this document I agree to the terms and conditions.
(see end of document)



ENROLLMENT FORM HOUSEKEEPER

Dear student,

we wish to start our professional relationship by making clear guidelines. Please complete and sign this form, hereby you confirm that:

- You understand the French language enough to follow the courses and interact with teachers and fellow students.
- You are in good physical health to complete this training.
- You have taken knowledge of the tuition fee. 50% of the tuition fee is to be paid as confirmation of enrollment, the remaining 50% no later than 6 weeks prior to the start of the course.
- This form needs to be returned signed by mail or email (scan).
- You are aware that schedules, trainings and field trips can and will change, so you need to be flexible.
- The tuition is not refundable, in case of sickness during the course, the remainder can be followed at another time.
- Privilege services holds the right to reschedule a training. There is no additional cost for the student and the student can expect a refund.
- You are aware that a conduct unbecoming a housekeeper can lead to an expulsion. We refer to our complaint and warning procedure.
- All course materials you receive (text, slides, video, photo's) are ownership of Privilege Services and School for Butlers BVBA and you may not transfer them to a third party.
- Although 87% of previous students are working in private household, the school does not guarantee a position upon completing the training. The school does present students to clients.
- You need to reach an acceptable level during the training in order to obtain the certificate at graduation.
- Should you wish not to be featured in taken photos or film, you need to tell us.
- You are not applying to this course for a visa fraud of any kind.

DATE AND SIGNATURE

By signing this document I agree to the terms and conditions.
(see end of document)

SOME OF THE SUBJECTS

How to service a room



Wardrobe training



*How to
Draw a bath training*



Shoe care



Domestic management system



Ecological product use





DON'T TAKE OUR WORD FOR IT...

listen to what former students are saying

“Very professional training! Nice to have a professional that has been in the field and knows the little things that are life-changing.”

————— *Dirk V. - November 2015*



*“Merci beaucoup pour cette superbe aventure,
j’ai appris énormément, un grand merci
Monsieur Vermeulen!”*

————— *Martin S. - November 2015*



“Muchas gracias por esta increíble experiencia el comienzo de muchísimas... este entrenamiento fue la mejor decision de mi vida!”

————— *RV Calatayud, Mexico - September 2014*



“Cette belle experience a changé ma vision professionnelle!”

————— *Alice B. - September 2014*



“Thank you to the school for opening closed doors.”

————— *Peter L. - September 2014*