

Professional Domestic Institute



2015-2017 Catalog



Creating World Class Service

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General Disclosure Statement

Certified Programs Offered:

Certified Estate Housekeeping Program	4 weeks
Certified Professional Household Manager Program	8 weeks
Certified Household Manager Program	4 weeks
Certified Administrative Household Manager/ Butler/Personal Assistant Program	4 weeks

Students who successfully complete a program will receive a Certificate of Achievement for that program.

Prospective students are encouraged to visit the physical facilities of the School by appointment, and discuss their personal, educational, and occupational plans with the school personnel prior to enrolling or signing enrollment agreements. Before a visit to the School, prospective students must first submit an application and be pre-qualified.

Statement of Ownership

Professional Domestic Services is solely owned by Carol S. Scudere and was founded in 1991 as a placement agency and training service for household staff.

Professional Domestic Institute, offering Certified Household Training Programs, was founded by Ms. Scudere and provides National and International Training.

Published 6/11/13

REQUIRED ATTENDANCE, OPERATING SCHEDULE

Programs:

Flexible hours from 8:00 a.m. to 10:00 p.m. weekdays
Some classes may meet on Saturday or Sunday

Office Hours:

9:00 am to 4:00 p.m. weekdays

School Will Be Closed:

Easter	Memorial Day
July 4th	Labor Day
Thanksgiving	December 24 through January 2

Students are required to attend all classes and arrive at the school punctually. Any time missed by a late arrival or an early exit will be calculated in determining satisfactory progress.

FACILITIES AND EQUIPMENT

The facilities include administrative offices, placement services, an actual home to be utilized as an active lab setting, and other lab settings as available and appropriate. Ample parking is available.

The facilities occupied by Professional Domestic Institute, and the equipment utilized, fully comply with any and all federal, state, and local ordinances and regulations.

Many classes for the Certified Professional Household Manager and Housecleaning Programs are conducted in genuine modern homes. This allows the students to be exposed to as many different lab settings and homes of wealth as possible. We offer the latest in household equipment, furnishings, works of art, Oriental rugs, and the finest linens and dining accessories (crystal, china, silver, table linens, etc.) to enhance the learning experience while perfecting skills and expanding creative abilities.

ENROLLMENT REQUIREMENTS

- Approved application and references
- High school diploma or GED equivalent
- A current driver's license, good driving record, an automobile, and acceptable criminal reports
- Proficient verbal and written English skills
(This is the only language spoken in class.)
- Be over the age of 27 and/or possess previous related experience
(Most students are between the ages of 38 and 55.)

In order to provide one-on-one instruction, our classes are very limited in size. For this reason, students are encouraged to apply well in advance of the start date to secure their place.

NON-DISCRIMINATION POLICY

No person shall be denied admission, graduation, supportive services, or any other rights or privileges of the School because of race, creed, sex, sexual orientation, religion, or national origin (must have proper work permits).

CURRICULUM OFFERINGS

The curriculum listings are designed to show potential students the amount of information available through training at Professional Domestic Institute. The particular course schedule of each program is contingent on instructor availability and accessibility of outing sites. In the event that an instructor is unavailable, the course taught by that instructor will be rescheduled, if possible. If rescheduling is not possible, another appropriate course may be substituted. Professional Domestic Institute reserves the right to revise courses, outings, or instructors where it believes such action to be necessary for the promotion of successful professional household training.

APPLICATION PROCESS

Applicants must submit:

\$125.00 non-refundable application fee

\$375.00 non-refundable background verification:

Photocopy of current valid driver's license, social security card, or proper work authorization

Signed Release Form

A completed fingerprint card may be required.

Applicants will be notified within ten days of their acceptance. To secure a space in a selected class, a \$2,000.00 non-refundable reservation fee (deducted from tuition costs) is required. Balance of tuition must then be paid in full four weeks before the beginning of class.

If you decide to cancel this application within five (5) calendar days after signing, and notify us in writing, PDI will promptly refund in full all tuition and fees paid.

The School reserves the right to reject any applicant it determines will not benefit from the training.

TUITION COSTS & FEES

All tuition and fees are to be paid in full by check or money order four weeks prior to the start of classes.

Fees are subject to change without notice.

Description for Certification Programs	Estate Hsp 4 weeks	HM 8 weeks	PA/EM 4 weeks	
Application Fee (<i>non-refundable</i>)	\$ 125	\$ 125	N/A	
Background Verification (<i>non-refundable</i>)	\$ 375	\$ 375	N/A	
Program Fee	\$ 5,000	\$ 8,500	\$ 5,500	
Approximate costs for Copyrighted Text Materials, DVDs, Aprons, and Field Trips	\$ 850	\$ 1,500	\$ 450	
Estimated Food per month	\$ 500+	\$ 500+	\$ 500+	
Estimated Housing Cost per month (this will vary; housing options range from boarding in a private home to private efficiency corporate housing)	\$ 600+	\$ 600+	\$ 600+	
Approximate Costs (for school)	\$ 5,850	\$10,000	\$5,950	
Approximate Costs per month (other)	\$ 1,100+	\$ 1,100+	\$ 1,100+	

FINANCIAL ASSISTANCE

Once a student has applied for one of our programs and is accepted, if monetary assistance is required, we suggest that the student check with their local bank if assistance is necessary.

For additional assistance you may want to check with your:

Employer

Local Bank or Financial Loan Institution

Veterans Affairs Vocational Rehabilitation Program (for Veterans who qualify)

Unemployment benefits where applicable: Local County Employment Agency, State Family & Employment Services, State Welfare Department, State Department of Labor, etc.

Church

TEXTBOOKS AND TOOLS

Some books will be loaned to students for research and must be returned upon request and/or prior to graduation.

A computer is required to attend all of our classes.

STUDENT RECORDS/TRANSCRIPTS

Records of grades, progress, and attendance are maintained by the School. Students are permitted to review their own records after submitting a written request to the School Director. Following approval, an appointment can be made to view the records during normal business hours. Students are given an original transcript upon graduating. Additional copies of the transcript are available when a written request is received by the School and accompanied with a fee of \$50.00 per transcript.

ACADEMIC REQUIREMENTS

To be considered as making satisfactory progress, a student must maintain a minimum of an 80% grade point average and not miss more than 5% of classes. If a student does not meet the required minimum grade point average of 80%, that student may be dismissed from School.

Students dismissed for lack of satisfactory progress will not be allowed to apply for re-admission.

The Institute's grade scale is as follows:

95%	to	100%	=	Excellent
90%	to	94%	=	Very Good
85%	to	89%	=	Above Average
80%	to	84%	=	Average

Below 80% is unacceptable for certification and graduation.

INVOLUNTARY TERMINATION

Students are expected to conduct themselves in a polite, adult manner and in accordance with the spirit and attitude of the profession. A student may be terminated any of the following infractions:

1. Tardiness or inexcusable absenteeism.
2. Unacceptable classroom performance, any disruption of the education of others, failure to complete projects, assignments or tests, non-compliance with school or house rules or personal misconduct.
3. Students who, in the judgment of a School Official, demonstrate emotional instability, a lack of suitability for the profession, a failure to meet performance standards, or an inability to work with others.
4. Any infractions of the laws of the State of Ohio and/or any county.
5. Illegal use of drugs on school premises or outings.
6. Smoking or drinking on school property.

LEAVE OF ABSENCE/MAKEUP WORK

A leave of absence may be granted for medical or personal emergencies. A formal written request, accompanied by documentation, must be submitted to and approved by the School Director. If a leave of absence is granted, the student will be permitted to resume attendance during the next available same session.

GRADUATION REQUIREMENTS

A *Certificate of Achievement* will be issued when the student has met the following requirements:

1. Completion of the program with a minimum of 80% grade point average;
2. Successful completion of all required course work;
3. Missed no more than 5% of required classroom attendance;
4. Submitted full payment of all fees, charges, and tuition; and
5. Returned all loaned books and materials.

HOUSING & TRANSPORTATION

Housing considerations are made separately from enrollment decisions.

Private apartments and corporate housing are plentiful in area. A full list is provided to prospective students upon request for their housing considerations. The private efficiency apartments usually range in price from \$700 to \$1500 a month, and many home owners rent rooms to students. Students will need transportation to the school each day. Transportation will be provided to the many outings.

STUDENT RECORDS/RIGHT OF PRIVACY

The Federal Right of Privacy Act enables all students to review their academic records, including grades, attendance, and counseling reports. Student records are confidential and only such agencies or individuals authorized by law are allowed access without written permission of the student.

PLACEMENT ASSISTANCE

At Professional Domestic Institute, we strive to accept in our program only those we feel we can place. For the past 19 years, all of our students have found positions for which they were suited.

Students learn how to write resumes, interview for jobs, and negotiate their contracts. Professional Domestic Institute contracts with Professional Domestic Services to help place graduates with compatible households and families throughout the country. This Lifetime Placement Service (for graduates in good standing) is available at no additional cost to all of the Institute's graduates. Neither the School nor Professional Domestic Services guarantees placement or level of income to be earned. However, every effort is made to find suitable and rewarding employment for graduates of Professional Domestic Institute. Counseling and guidance is available for all students in good standing.

The placement process is designed to serve the needs of the Institute's graduates and potential employers. The consultants work with each prospective graduate based on the type of position they are seeking and the area of the country where they wish to relocate or be employed. Professional Domestic Services is concerned with the needs of the prospective employee as well as the requirements of the employer, and they strive to provide understanding for all involved.

CANCELLATION OF PROGRAMS OFFERED

In the event we do not receive the required minimum number of qualified students for a class program, students may elect to either attend the next class offered or receive a full refund. We reserve the right to add, cancel, or change curriculum at any time.

REFUNDS:

Notification of withdrawal and a request for a refund should be made to the School Director. Calculation will be made based on the student's last date of attendance.

In the case of documented student illness or accident, death in the family, or other circumstances beyond the control of the student, the student may be entitled to special consideration and the school may settle the account for an amount which is less than that called for by the school's established policy.

If PDI has their program authorization revoked for cause for any specific program shall provide students enrolled in the program at the time of revocation who have not completed the program and who are unable to complete the program at another institution, the opportunity to receive a refund of all tuition and fees paid for the program. Any refund of tuition and fees under this provision shall first be made to the applicable student aid lenders of each affected student.

Collection procedures used by the school must be consistent with the laws and rules applicable thereto.

1. A student who is accepted and registered, or starts class and officially withdraws before the period is 10% completed will be obligated for 25% of the tuition plus the registration fee.
2. A student who starts class and officially withdraws before the period is 20% completed will be obligated for 50% of the tuition plus the registration fee.
3. A student who starts class and officially withdraws before the period is 30% completed will be obligated for 75% of the tuition plus the registration fee.
4. A student who starts class and officially withdraws after the period is 30% completed will not be entitled to a refund of the tuition or registration fee.

Refunds will be made within 30 days after the student's last date of official withdrawal, in accordance with standards set forth by the State of Ohio, Board of Career Colleges and Schools.

Certified Professional Household Manager/Butler

Certificate Program

8 Week Course Description

Students in our 8-week Certified Professional Household Management Program learn how to use the PDI Management System. This system teaches World Class Service, which allows you to systematically care for the home and family of the rich and famous from the ground up. The program teaches you how to adapt this service to different styles of homes and family structures. You will also be able to recognize your own strengths and weaknesses while embarking on a voyage of self-discovery and utilizing your newly acquired abilities to best serve a wealthy, powerful family. Graduates should be able to create the professional presence appreciated by families nationwide while incorporating the attitudes and lifestyles of affluent individuals and families into the service they provide.

Professional Dynamics: This course will provide you with a better understanding of how to succeed in professional household service of the rich and famous. Included in this course are the ideals of appearance, conduct, and principles. 9.5 hours

Topics Include:

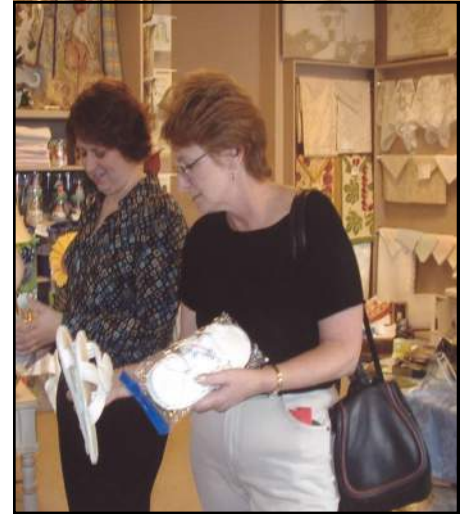
- ◆ Household Service as a Career
- ◆ Code of Ethics
- ◆ Employer/Employee Relationships
- ◆ Staff Responsibilities
- ◆ Day in the Life of...
- ◆ Defining World Class Service
- ◆ Creating a Proper Presence
- ◆ Boundaries and Work Ethics
- ◆ Confidentiality
- ◆ Understanding the Family
- ◆ Pampering Skills for Your Employer
- ◆ Household Manager's Reference Book & Household Repair and Maintenance Schedule Manual



General Studies: This course provides information essential to household management. 32 hours

Topics Include:

- ◆ Personal Dynamics
- ◆ Life Balance & Wellness
- ◆ Grammar
- ◆ Manners, Etiquette & Protocol
- ◆ Guests & Your Responsibilities
- ◆ Environmental Issues & the Home
- ◆ Pets & Their Care
- ◆ Family and Home Safety & Security
- ◆ Assistance to Seniors/Those with Disabilities (*New*)
- ◆ Understanding Homes & Families of Wealth
- ◆ Interviews, Resumes & Employment Agreements
- ◆ Employment Issues



Home Care: This course provides an in-depth guide with hands-on practice and information on multitudes of topics relating to the care of a wealthy home, whether you are cleaning or supervising other cleaners. Also provided in this comprehensive course are opportunities to visit wealthy homes in order to see how they are organized, cleaned, and maintained. 27.5 class hours 131.5 lab hours

Topics Include:

- ◆ The Ultimate Care in Maintaining a Home of Quality
- ◆ PDI System for Household Cleaning
- ◆ Selecting and Using Proper Cleaning Tools and Products
- ◆ Going “Green”
- ◆ Proper Care of Marble, Granite, and Other Natural Materials
- ◆ Home Organization & Maintaining Beautiful Rooms
- ◆ American & European Luxury Bed Making
- ◆ Swimming Pool & Spa Care
- ◆ Conservation of Fine Arts & Furnishings
- ◆ Libraries & Books
- ◆ Clothing Care
- ◆ Valet Services, Packing & Unpacking for Travel
- ◆ Flowers, Plants & Bulbs
- ◆ Estate Care



Wine, Home Entertaining & the Ballet of Service: This course will give the student hands-on preparation in the fine art of formal serving, preparing place settings, dining etiquette, event planning, and caring for fine dining accessories. It will also show the student how to design a beautiful table and how to serve formal teas. 14 class hours 105.5 lab hours

Topics Include:

- ◆ The Art of Fine Dining
- ◆ Setting a Table According to Menu Served
- ◆ Dining Manners & Protocol
- ◆ Fine Dining Accessories & Quality Care for Fine Dining Accessories
- ◆ Creative Tablescapes
- ◆ Formal Teas



- ◆ Event Planning & Working with Caterers
- ◆ Styles of Entertainment
- ◆ Understanding Wines & Serving Techniques



Culinary Studies: This course offers students hands-on opportunities for food preparation as well as selection and storage to provide the ultimate in epicurean experiences for their employers.

Topics include:

- ◆ Culinary Standards
- ◆ Food & Kitchen Safety
- ◆ Kitchen Organization
- ◆ Nutrition & Healthy Cooking
- ◆ Product Identification
- ◆ Food Purchasing—Fresh and Organic
- ◆ Food Storage
- ◆ Menu Planning
- ◆ Comfort Foods
- ◆ Family Favorite Menus
- ◆ Cooking Classes



The Governor's Residence

Certified Administrative Household Manager/ Butler / Personal Assistant / Estate Manager

4 Week Advanced Course Description

Professional Domestic Services was the first school to develop this particular program offering. We are now in our 10th year of teaching this program to students, which expands their current abilities utilizing the PDI Management System to provide World Class Service. This program offers a higher standard of administration, supervision, and high-level management for the wealthy homes/estates. This program allows students to take their career to the next level; this intensive program requires computer proficiency and the level of commitment and determination necessary for success as an Administrative/Estate manager. Responsibilities may include; homes that have multiple staff, providing continuity between multiple homes or properties, staff management, conservation practices, supervising renovations, and offering wealthy and powerful families a higher level of sophistication in purchasing.

General Studies: This course extends the basics of the PHM program and also covers the following topics of importance to the AHM or PA: 13 hours

Topics Include:

- ◆ Personal Dynamics
- ◆ Advanced Family and Home Safety & Security
- ◆ Social Correspondence & Communication Skill
- ◆ National & International Travel, Reservations & Itineraries
- ◆ Holiday Decorating
- ◆ Advanced Etiquette & International Protocol
- ◆ Special Family Affairs, Issues & Concerns



Managing a 21st Century Home: This course teaches what it really takes to be successful in high-level household management of the estates of the wealthy and powerful! It includes how to manage records, conduct financial tasks, purchase personal and major items, legal issues, arranging travel, etc. 27 hours 80 lab hours

Topics Include:

- ◆ Successful Management Techniques
- ◆ Household Employee Book
- ◆ Setting Up a Household
- ◆ Setting Up a Home Office & Home Reference Library





- ◆ Creating a DVD Reference Library
- ◆ Maintaining Household Files
- ◆ Check Writing, Payables & Financial Records
- ◆ Purchasing for a Wealthy Family & Household
- ◆ Private Yachts & Jets
- ◆ Creating a Home Massage & Spa Area
- ◆ Creating a Home Beauty & Barber Shop
- ◆ Contracts & Negotiations
- ◆ Inventory
- ◆ Legal Issues & Insurance
- ◆ Managing Multiple Homes



*World Class Service
defines
Professionally Trained
Household Staff*

Estate Housekeeping Program

4 Week Course Description

In completing our Estate Housekeeping Program, you will be given the tools to provide the highest level of home care and organization, while maintaining the professional presence appreciated by wealthy families.

Professional Dynamics: This course will provide you with a better understanding of how to succeed in professional household service of the rich and famous. Included in this course are the ideals of appearance, conduct, and principles. 9.5 hours

Topics Include:

- ◆ Employee/Employer Relationships
- ◆ Pampering Skills for your Employer
- ◆ Day in the Life of...
- ◆ Defining “World Class Service”
- ◆ Creating a Proper Presence

General Studies: This course provides information on many topics that Estate Housekeepers will find essential to their careers. 7.5 hours

Topics Include:

- ◆ Boundaries and Work Ethics
- ◆ Personal Dynamics
- ◆ Environmental Issues & the Home
- ◆ Pets & Their Care



Home Care: To broaden and enhance your experience as much as possible, this course provides the backbone of the Estate Housekeeping Program. It offers hands-on practice and information on a multitude of topics relating to the cleaning and care of a wealthy home. 22.5 hours class 110.5 lab-

Topics Include:

- ◆ The Ultimate Care in Maintaining a Home of Quality
- ◆ PDI System of Household Cleaning
- ◆ Selecting & Using Proper Cleaning Tools & Products
- ◆ Going “Green”
- ◆ Proper Care of Marble, Granite & Other Natural Materials
- ◆ American & European Luxury Bed Making
- ◆ Laundry, Ironing, and Storage of Clothing & Linens
- ◆ Valet Services and Packing for Travel



