

E | M | S
The Etiquette and Management School



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B R O C H U R E



About Us

The Etiquette and Management School (EMS) is a premier institution dedicated to providing individuals with exceptional training in etiquette, effective communication, household management, verbal expression, attitude, and posture. Our comprehensive curriculum combines world-class education with practical, hands-on training, equipping students with the essential skills needed to excel in both personal and professional environments.

At EMS, we focus on cultivating strong social skills, confidence, and refined behaviour, making us the leading choice for those seeking excellence in etiquette and personal presentation. Our approach blends academic theory with real-world applications, ensuring that students are fully prepared for leadership roles in the hospitality and service industries. The curriculum is designed to meet global standards in luxury home management, business protocol, and personal development.

Our programmes cater to a diverse range of individuals, including young people, domestic staff, homeowners, government officials, and corporate organisations. From building confidence in homeowners to offering specialised business and protocol courses, EMS tailors its courses to meet the unique needs of each participant. Whether it's refining table manners, enhancing professional interactions, or mastering luxury estate management, our students acquire the skills to confidently navigate a variety of hospitality settings.



Our Vision

Our vision is to be one of the leading institutions in luxury etiquette and hospitality training, shaping a world where confidence, cultural appreciation, and impeccable service standards create meaningful connections and transformative experiences.

Our Mission

Our mission is to empower individuals to master refined manners and hospitality skills, equipping them to excel in luxury environments. Through modern insights and curated programmes, we inspire confidence, poise, and cultural appreciation while fostering respect and understanding in every setting.



Our Values:

1

Excellence: We uphold the highest standards in training, ensuring every student achieves mastery in luxury etiquette and hospitality.

2

Trust: We foster trust and authenticity in all our interactions, promoting honesty and professionalism.

3

Respect: We celebrate cultural diversity and individuality, encouraging understanding and inclusivity.

4

Empowerment: We inspire confidence and growth, equipping individuals with the skills to thrive in luxury environments.

5

Innovation: We embrace modern techniques and insights to deliver forward-thinking, impactful training.

6

Service: We are dedicated to cultivating a spirit of care and attentiveness, creating exceptional experiences for all.

Our Programmes



All courses at EMS are held in person at our **state-of-the-art facility in Abuja**, where we uphold the highest standards of training. Our comprehensive curriculum covers every aspect of luxury service, **from mastering table settings and fine dining service to cellar management, silver and jewellery care, wardrobe maintenance**, and more. Students will also gain expertise in butler pantry duties and efficiently managing the daily operations of large households. We also offer bespoke training courses tailored to specific client needs, available upon request.

HOUSEKEEPER TRAINING COURSE



Course Overview

Have you ever stepped into a home where:

- Every surface gleams, every item is in its place
- The household runs with quiet, effortless efficiency
- Staff are discreet, competent, and culturally aware

A professional housekeeper is the foundation of a well-managed home. This course prepares participants to uphold international housekeeping standards, tailored to the cultural and practical realities of Nigerian homes, especially in high-net-worth and professional households. Whether you're entering the profession or enhancing your skills, this course provides everything needed to become a confident, capable, and trusted housekeeper.

Learning Outcomes

By the end of the training, participants will be able to:

- Execute professional housekeeping routines with efficiency and care
- Maintain household appliances and equipment safely and correctly
- Navigate household dynamics with cultural competence and discretion

Curriculum:

- Respond appropriately in emergencies and ensure safety in the home

Who is this course for?

- Individuals currently working as housekeepers
- Anyone interested in becoming a professional housekeeper
- Domestic staff seeking to work in luxury or high-standard homes

Entry Requirements

- Basic English proficiency
- Willingness to learn and take initiative
- A keen eye for detail and personal discipline

Learning Experience

All training is conducted on-site and includes:

- Live Demonstrations
- Interactive Role-Playing
- Video Lessons
- Hands-on Appliance Training
- Worksheets and Practical Exercises

Course Schedule

- This is a 2-week intensive course, conducted fully on-site.
- All modules are compulsory for certification.

NANNY TRAINING COURSE



Course Overview

Have you ever met a nanny who:

- Connects with children instantly, gaining their trust and affection
- Supports learning and development in a structured, nurturing way
- Balances household responsibilities with childcare effortlessly

Professional nannies are more than caretakers, they are educators, protectors, and trusted members of a household. This Nanny Training Course is designed to equip participants with practical skills and professional standards tailored to high-net-worth homes and culturally diverse families in Nigeria. Whether you're starting out or enhancing your career in childcare, this course will prepare you to work confidently and competently in any household setting.

Learning Outcomes

By the end of the training, participants will be able to:

- Deliver quality childcare with professionalism and empathy
- Support early childhood learning and structured play

Curriculum:

- Navigate cultural and religious dynamics within families
- Maintain household order while prioritising child safety
- Respond to emergencies with calm and competence

Who is this course for?

- Introduction to Professional Childcare
- Educational Plan and Early Learning
- Cultural Sensitivity and Household Management
- Safety, Emergency Preparedness and First Aid

Entry Requirements

- Aspiring nannies and early childcare providers
- Current domestic staff who care for children
- Anyone looking to enter professional childcare in private homes

Learning Experience

All training is conducted on-site and includes:

- Practical Demonstrations
- Role-Playing Activities
- Video Content
- Worksheets and Childcare Simulations

Course Schedule

- This is a **2-week** intensive course, conducted fully on-site.
- All modules are compulsory for certification.

SOCIAL ETIQUETTE TRAINING COURSE



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Course Overview

Have you ever observed individuals who:

- Move through social settings with confidence and grace
- Know exactly how to engage in conversations, introductions, and situations
- Leave a lasting positive impression, effortlessly

Social Etiquette is more than just manners, it's about presenting yourself in the best possible light while respecting the norms and expectations of any social environment. This course equips participants with the essential skills and understanding to navigate a variety of social situations, whether at events, in professional settings, or in private circles. Through practical learning and role-playing, you'll develop the skills necessary to present yourself as polished, respectful, and poised.

Learning Outcomes

By the end of the training, participants will be able to:

- Understand the key principles of social etiquette
- Navigate both formal and informal social interactions with confidence

Curriculum:

- Apply basic social etiquette in various settings, from parties to professional engagements

Who is this course for?

- Introduction to Social Etiquette
- Why Social Etiquette is Important
- Basic Social Etiquette Practical Sessions

This course is ideal for:

- Individuals looking to improve their social presence and interactions
- Those preparing for professional networking or public events
- Anyone interested in gaining confidence in social settings

Entry Requirements

- Basic English communication skills
- Interest in improving personal presentation and social interactions
- Willingness to engage in role-plays and practical scenarios

Learning Experience

This 1-week on-site course includes:

- Live Social Etiquette Demonstrations
- Interactive Role-Plays
- Video Lessons and Discussions
- Etiquette Worksheets and Exercises

Course Schedule

- This is a **1-week** intensive course, conducted fully on-site.
- All modules are compulsory for certification.

CULTURAL COMPETENCE & TRAINING COURSE



Course Overview

Have you ever worked in a diverse environment where:

- Respect and understanding for different cultures were the norm
- Interactions flowed smoothly, with no misunderstandings or offence
- Diversity was celebrated and incorporated into daily practices

Cultural Competence and Awareness are vital in today's globalised world. Whether you're working with international clients, managing a diverse team, or hosting guests from various backgrounds, understanding and respecting cultural differences can create stronger, more inclusive relationships. This course equips participants with the tools and strategies to engage respectfully and effectively in multicultural settings, promoting a welcoming and inclusive environment.

Learning Outcomes

By the end of the training, participants will be able to:

- Respect and appreciate different cultural beliefs and traditions

Curriculum:

- Avoid common cultural assumptions and stereotypes
- Foster a welcoming and inclusive environment at home and in the workplace

Who is this course for?

This course is designed for:

- Individuals working in multicultural or international settings
- Domestic staff serving clients or guests from diverse backgrounds
- Anyone interested in enhancing their cultural awareness and sensitivity

Entry Requirements

- Basic communication skills in English
- Open-mindedness and willingness to learn about different cultures
- Desire to promote inclusivity and respect in all interactions

Learning Experience

This 1-week course is held on-site and includes:

- Role-plays and cultural sensitivity exercises
- Group discussions and case study analysis
- Video lessons and real-world cultural scenarios
- Practical activities to build respectful communication

Course Schedule

- This is a **1-week** intensive course, conducted fully on-site.
- All modules are compulsory for certification.

SILVER SERVICE TRAINING COURSE



Course Overview

Have you ever dined in a setting where

- Every plate, glass, and napkin is perfectly placed
- Service flows smoothly, silently, and professionally
- Every guest feels seen, respected, and well-attended

Silver Service is the gold standard in formal dining—precise, elegant, and refined. This course offers intensive training in the art of table setting, food and drink service, and guest interaction for private homes, luxury short-lets, and formal events. Whether you're a steward, housekeeper, chef, or aspiring butler, this focused course gives you the etiquette and technical skills to deliver exceptional service.

Learning Outcomes

By the end of the training, participants will be able to:

- Understand and apply the core principles of Silver Service
- Set tables to international fine dining standards
- Serve meals and beverages with grace and efficiency

Curriculum:

- Engage with guests professionally and confidently

Who is this course for?

- Stewards and butlers seeking to refine their table service skills
- Housekeepers and cooks supporting formal events
- Event staff and domestic workers in high-end homes

Entry Requirements

- Basic English communication skills
- Attention to detail and personal discipline
- Willingness to learn and apply formal etiquette

Learning Experience

This is a hands-on, fully on-site course featuring:

- Live Table Setting Demonstrations
- Guided Meal Service Simulations
- Etiquette and Guest Engagement Role-Plays
- Worksheets and Presentation Drills

Course Schedule

- This is a **1-week** intensive course, conducted fully on-site.
- All modules are compulsory for certification.

STEWARD TRAINING COURSE



Course Overview

Have you ever observed a household where:

- Staff anticipate needs before they are expressed
- Wardrobe, personal errands, and guest services are handled with precision
- Every interaction reflects poise, professionalism, and cultural understanding

A professional steward is the silent engine behind seamless personal service in high-end homes. This training is designed to equip stewards with the confidence, competence, and cultural sensitivity needed to deliver world-class support in personal assistance, wardrobe care, and household etiquette. Whether you're entering the field or enhancing your skills, this course prepares you to serve with distinction and discretion.

Learning Outcomes

By the end of the training, participants will be able to:

- Provide high-quality personal assistance with professionalism and tact
- Manage wardrobe care, packing, and presentation with attention to detail

Curriculum:

- Interact with principals, guests, and colleagues with cultural awareness and etiquette
- Ensure safety and respond effectively in emergencies

Who is this course for?

This course is perfect for:

- Personal stewards and assistants in private homes
- Domestic staff transitioning into personal service roles
- Anyone aspiring to work in high-end household service

Entry Requirements

- Secondary School Leaving Certificate
- Strong communication and organisational skills
- English proficiency
- A respectful, discreet, and service-oriented attitude

Learning Experience

The training is delivered fully on-site and includes:

- Practical Demonstrations
- Scenario-Based Role-Plays
- Video Content and Guided Discussions
- Worksheets and Personal Service Simulations

Course Schedule

- This is a **2-week** intensive course, conducted fully on-site.
- All modules are compulsory for certification.

BUTLER TRAINING COURSE



Course Overview

Have you ever experienced a residence or event where:

- Service is discreet, flawless, and intuitive
- Guests feel welcomed, cared for, and impressed without effort
- Every moment is managed with elegance and precision

The butler is the gold standard in private household service—an ambassador of excellence. This course equips aspiring and practising butlers with the skills, knowledge, and professional demeanour to thrive in elite homes and formal environments. From fine dining and beverage service to event coordination and guest relations, this training covers every essential aspect of modern butlering, tailored for luxury homes in Nigeria and beyond.

Learning Outcomes

By the end of the training, participants will be able to:

- Serve as professional butlers with poise and discretion
- Deliver formal table service and manage beverage presentation
- Coordinate private events and special functions seamlessly

Curriculum:

- Provide high-level guest and concierge services
- Maintain a safe, organised, and secure household environment

Who is this course for?

This course is ideal for:

- Aspiring butlers and personal service professionals
- Experienced domestic staff aiming to up-skill
- Those interested in high-level hospitality roles in private households

Entry Requirements

- Secondary School Leaving Certificate
- Good command of spoken and written English
- Professional appearance and attention to detail
- Willingness to serve with discretion, courtesy, and care

Learning Experience

- Live Demonstrations of Table & Beverage Service
- Role-Playing and Etiquette Drills
- Video Lessons and Hospitality Simulations
- Event Planning Exercises and Practical Guest Management

Course Schedule

- This is a **2-week** intensive course, conducted fully on-site.
- All modules are compulsory for certification.

HOUSE MANAGER TRAINING COURSE



Course Overview

Have you ever seen a household where:

- Operations run like a well-oiled machine
- Staff work harmoniously under clear leadership
- Every resource is tracked, accounted for, and well-maintained

A professional House Manager is the central figure in managing the day-to-day operations of private residences, especially those of high-net-worth individuals. This course prepares participants to take full ownership of household administration, staff coordination, budgeting, and emergency response. Whether stepping into this leadership role or seeking to refine your management approach, this training will equip you with the confidence, systems, and standards required for success.

Learning Outcomes

By the end of the training, participants will be able to:

- Understand the structure and culture of Nigerian high-standard households
- Supervise staff effectively and resolve conflicts professionally
- Manage finances, supplies, and inventories with accuracy

Curriculum:

- Ensure safety and emergency readiness within the home
- Understanding Nigerian Household Management
- Administrative & Staff Management
- Conflict Resolution
- Financial & Inventory Management
- Safety, Emergency Preparedness and First Aid

Who is this course for?

Ideal for:

- Aspiring and current House Managers
- Senior domestic staff looking to take on leadership roles
- Anyone managing operations in a high-end private home

Entry Requirements

- Secondary School Leaving Certificate (tertiary education is an added advantage)
- Strong communication and organisational skills
- Fluency in English
- A leadership mindset with a service-driven attitude

Learning Experience

- This intensive, fully on-site course includes:
- Practical Management Scenarios
- Staff Coordination Role-Plays
- Financial Tracking Exercises
- Worksheets and Templates for Household Systems
- Emergency Response Drills

Course Schedule

- This is a **2-week** intensive course, conducted fully on-site.
- All modules are compulsory for certification.

LUXURY BED MAKING & TURN DOWN SERVICES TRAINING COURSE



Course Overview

Imagine a setting where every detail speaks of unparalleled comfort and meticulous care:

- Beds that invite restful sleep with their flawless presentation.
- Guest rooms that anticipate every need, creating a sense of personalized luxury.
- Service that goes beyond the expected, leaving a lasting impression of indulgence.

In the realm of high-end hospitality, the art of luxury bed making and turn-down services is paramount. This skill transforms a simple room into a sanctuary of comfort and elevates the guest experience to exceptional levels. This intensive course provides participants with the comprehensive knowledge and practical techniques to master these essential aspects of luxury service, ensuring a welcoming and unforgettable stay for discerning guests.

Learning Outcomes

By the end of the training, participants will be able to:

- Understand and articulate the principles behind luxury bedding and guest comfort.

Curriculum:

- Execute flawless bed-making techniques to achieve impeccable standards.

- Identify, select, and properly care for high-quality linens and bedding materials.
- Master the art of selecting and arranging pillows for optimal comfort and aesthetics.
- Perform sophisticated turn-down services that go beyond basic tidying.
- Personalize the bed and turn-down experience to cater to individual guest preferences.
- Implement efficient and time-saving strategies in luxury bed services.
- Maintain the highest standards of hygiene and presentation.
- Confidently apply learned techniques in practical service scenarios.

Who is this course for?

- The Philosophy of Luxury Bedding and Guest Comfort
- Mastering the Art of Impeccable Bed Making
- Selecting and Caring for Luxury Linens and Bedding
- The Nuances of Pillow Selection and Arrangement
- Crafting the Perfect Turn-Down Service: Beyond the Basics
- Personalising the Bed and Turn-Down Experience
- Efficiency and Time Management in Luxury Bed Services
- Hygiene and Presentation Standards
- Practical Application and Mock Service

Entry Requirements

- Housekeeping staff in luxury hotels, resorts, and private residences.
- Individuals seeking to enter the high-end hospitality sector.
- Anyone looking to enhance their skills in providing exceptional guest comfort and service.
- Basic communication skills in English.
- Attention to detail and a commitment to excellence.
- A desire to provide the highest level of guest satisfaction.

Learning Experience

This 1-week course is held on-site and includes:

- Hands-on practice and demonstrations of luxury bed-making techniques.
- Interactive sessions on linen selection, care, and pillow arrangement.
- Role-playing exercises for delivering personalized turn-down services.
- Case study analysis of guest preferences and service scenarios.
- Practical application and mock service assessments.

Course Schedule

- This is a **1-week** intensive course, conducted fully on-site.
- All modules are compulsory for certification.

How to apply

Visit our website
and download the
application form at



www.etiquettemanagementschool.com



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