

Applicable Navy Ratings: Mess Management Specialist (MS)

Applicable Navy School: Member must be an MS2 or above.

Member must have the 3530 NEC.

**SCHEDULE OF RELATED INSTRUCTION**

**MANAGER, HOUSEHOLD**

O\*NET CODE: 37-1011-01 RAIS CODE : 1061

Description: Supervises and coordinates activities of household employees in a private residence; Informs new employees of employer's desires and gives instructions in work methods and routines. Assigns duties, such as cooking and serving meals, cleaning, washing, and ironing, adjusting work activities to accommodate family members. Orders foodstuffs and cleaning supplies. Keeps record of expenditures. May hire and discharge employees. Works in residence employing large staff.

**SKILL AREA** **HOURS**

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**A. General Administration .....750**

Demonstrate operational proficiency of basic office equipment. Demonstrate a basic understanding of proper accounting procedures by maintaining a household record of accounts receivable and accounts payable. Ensure proper accounting and receipt processes for all procured items are established. Establish household service standards, policies, and procedures in conjunction with the needs of the principal (employer). Investigate and resolve service discrepancies.

**B. Technical Administration .....750**

Customize a Household Managers Book for the residence; to include the identification and implementation of a Service Delivery System that satisfies needs and service expectations of the principal. Properly zone the residence; develop cleaning and maintenance task sheets that address the various components of the residence with specific instructions concerning cleaning procedures and a frequency chart. Prepare and submit reports/records that reflect the duties and expectations of all identified household service standards, to include: administrative reporting, cleaning bills, maintenance schedules, daily food requirements, entertaining, clothing care, property and grounds keeping, transportation/ travel needs, security and specific family needs.

**C. Operations .....750**

Supervise and coordinate activities of household employees in a private residence. Prepare employee work schedules in conjunction with the movements and daily schedule of the principal and scheduled maintenance and contractor activities. Establish an understanding of the principal's daily uniform requirements. Ensure daily maintenance is performed on the principals uniforms/ clothing. Maintain cleanliness of the residence by ensuring household personnel follow the instructions provided on the zoning task sheets. Supervise kitchen organization by developing planned menus, procuring food items, and preparing meals in accordance with the specific dietary needs and desire of the principal. Plan and execute the entertainment requirements of the principal, coordinate social events and functions to include the supervision of wine selection and storage. Prepare food and entertainment budgets. Maintain budget allowances. Practice good customer-service relations by addressing internal and external customer needs. Maintain frequency files on service contractors performing maintenance within the residence.

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**Logistics and Financial Support..... 750**

Prepare and submit an annual household operating budget, to include: estimated household repair costs and vendor support. Estimate food and beverage costs. Maintain accurate inventory of household furnishings and equipage. Order supplies and materials. Coordinate with the principal on purchasing/ acquiring household furnishings, kitchen equipment, accoutrements, decorations, and seasonal decorations. Follow household policies and procedures.

**Personnel Support..... 300**

Demonstrate effective Human Resource skills by providing information to individuals on matters concerning career opportunities, incentives, military rights and regulations, benefits, and advantages of a sustained military career as an Enlisted Aide. Use sound principles of customer relations. Assist personnel in submitting applicable administrative documentation for the use of continuing education, related certification programs and other beneficial professional development course work. Conduct counseling sessions, prepare evaluations and assist the principal during the selection/ interview process for prospective new hires. Counsel personnel on civilian equivalent occupations and opportunities as they are related to this rating.

**Advance Culinary Knowledge ..... 300**

Display proficient skills as a culinarian with a firm grasp of advanced culinary knowledge and technique. Demonstrate effective communication skills and an understanding of culinary terminology. Develop healthy, nutritious menus according to the principal's palate, individual diet and entertaining style. Demonstrate adequate knowledge of food and wine pairing.

**Security..... 200**

Understand and practice established security procedures, to include telephonic threat and package delivery security. Demonstrate proper opening and closing security procedures. Ensure the security of the principal, family and guests by providing confidentiality concerning private conversations, family matters, daily schedules, travel schedules and itineraries. Maintain an accurate record of all telephone calls. Maintain a record of all guest and vendor arrival/ departure activity.

**Sanitation and Safety..... 200**

Perform unique sanitation and safety requirements applicable to this trade. Ensure that all local, state, and federal standards are followed. Ensure all household personnel and workspaces conform to prescribed sanitation and safety procedures. Maintain Material Safety Data Sheets (MSDS) on all household chemical agents and store items accordingly. Perform routine inspections of residence, to include the surrounding exterior environment. Report and/ or correct all safety discrepancies to the proper housing authority.

**TOTAL 4,000**

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| <b>A. Household Management System</b>  | <b>80 Hours</b> |
| <ol style="list-style-type: none"><li>1. Vision and Service management goals</li><li>2. Family Tree</li><li>3. Household favorites preference</li><li>4. Environment</li><li>5. Structure and flow of service</li><li>6. Zoning</li><li>7. Daily graces</li><li>8. Cleaning and maintenance</li><li>9. Position description</li><li>10. Management matrix</li><li>11. Managers book</li><li>12. Standards</li></ol>  |                 |
| <b>B. Personal Dynamics and Language of Service</b>  | <b>60 Hours</b> |
| <ol style="list-style-type: none"><li>1. Choosing service</li><li>2. Service culture</li><li>3. Personal statements</li><li>4. History</li><li>5. Code of Ethics</li><li>6. Image and presentation</li><li>7. International protocol</li><li>8. Language and speech</li><li>9. Privacy and professional boundaries</li><li>10. Interviewing</li></ol>  |                 |
| <b>C. Wine, Dynamics and Language of Service</b>   | <b>40 Hours</b> |
| <ol style="list-style-type: none"><li>1. Liquor and bar set-up</li><li>2. History of wine</li><li>3. Food and wine pairing</li><li>4. Organoleptic philosophies</li><li>5. Old and New World winemaking</li><li>6. Cigar etiquette and service</li><li>7. Sommerlier Service</li><li>8. Entertainment and correspondence etiquette</li><li>9. Event planning, caterers, and rentals</li><li>10. Components of wine</li><li>11. Wine cellar management</li><li>12. Entertainment set-up</li><li>13. Formal table settings and service</li><li>14. Seating charts</li><li>15. Table linens</li><li>16. Silver polishing and care</li><li>17. Flower arrangements</li></ol> |                 |

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**D. Human Resources and Management Skills 40 Hours**

1. Household managers software and computer Technology
2. Listening and service anticipation
3. Hiring and dismissing techniques
4. Background investigations
5. Private service employee manual
6. Creating team synergy
7. Time management
8. Managing support vendors
9. Negotiations and resource relations
10. Household finances, budget and record

**E. Private Service Technical Skills 80 Hours**

1. Housekeeping technique
2. Cleaning, detail cleaning and products
3. Bathroom detailing
4. Kitchen detail cleaning
5. Bedroom detailing and bed making
6. Fine linen care and turndown service
7. Closet organization
8. Sewing skills and emergency repairs
9. Closet organization
10. Sewing skills and emergency repairs
11. Designer clothing
12. Dry cleaning
13. Laundry
14. Leather and shoe polishing
15. Antiques and handing and care of furniture
16. Precious metal objects Fine art and collectible
17. Oriental rugs and care
18. Environment awareness and allergies
19. Tree and landscaping
20. Luxury car care
21. Fire protection and home security
22. Smart home technology
23. Concierge travel services
24. Luxury products
25. First Aid and CPR

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**F. Culinary Arts for Private Household**

**40 Hours**

1. Cooking standards
2. Family favorite menus and comfort food
3. Food and kitchen safety
4. Kitchen equipment and organization
5. Nutrition and healthy cooking
6. Fresh and bulk food purchasing
7. Refrigeration storage
8. Menu planning
9. Flavor profiles
10. Product identification
11. Health food and fresh ingredients
12. Mise-En-Place
13. Hors D'oeuvres
14. Food and wine
15. Chicken and fish butchery
16. Pasta and breads
17. Ethnic cooking
18. Sauces and salad dressings
19. Sautéing, poaching, braising, and roasting
20. Steaming and Wok cooking
21. Soups and stock
22. Baking and pastries
23. Tips and resources

**Total Hours**

**340**