



# ETC

TAILORED TRAINING FOR PRIVATE HOUSEHOLD  
& FAMILY OFFICE STAFF

PALM BEACH - ASPEN - LOS ANGELES - NEW YORK - BAHAMAS - MONACO - LONDON - DUBAI - SAN FRANCISCO

# TRAINING SERVICES

We deliver bespoke training for both private individuals and large households, from city residences and country estates to royal palaces and multi-property operations.

Whether you need consistent service standards across a team or want to upskill a single staff member, each programme is tailored to your exact needs.

Our trainers have hands-on experience in luxury homes, family offices, and private yachts, offering both technical expertise and practical insight.

We work with:

- **Family offices and estate teams** needing full or multi-residence training
- **Private individuals** training themselves or a single staff member
- **Candidates** seeking customised programmes for personal or career development



## CORE AREAS OF EXPERTISE



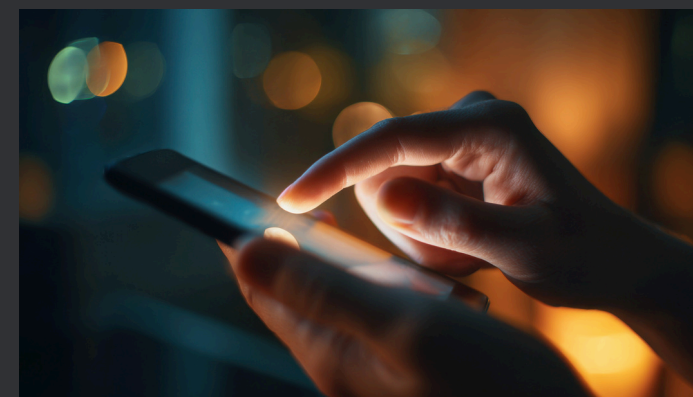
### Property & Lifestyle Management

Maintenance & seasonal checks, Vendor coordination, Event prep, Estate etiquette & security



### Family Office Operations

Confidential document handling, Liaising with office teams & advisors, Scheduling travel, Supporting family governance



### Leadership & Team Oversight

Scheduling & communication, Performance management, Interviewing basics, Working under pressure



### Household Finance & Budgeting

Receipt & float management, Budget tracking, Credit card use & reconciliation, Expense reporting



### Cultral Values & Etiquette

Wine Culture and Religious Influences, Cultural Differences, Arabic Coffee and Tea Rituals



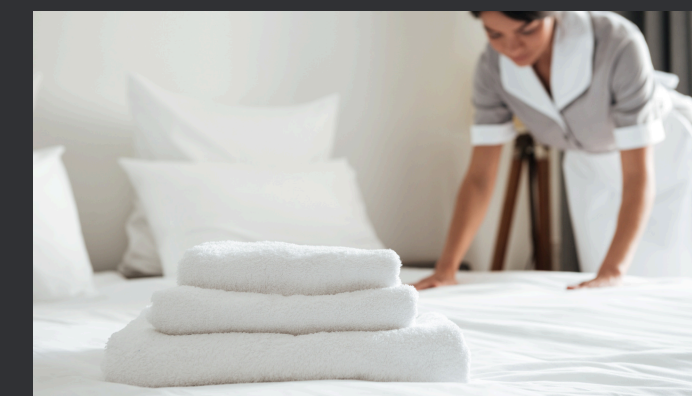
### Laundry & Wardrobe Care

Fabric types & stain removal, Machine use & ironing, Wardrobe organisation, Packing for travel



### Service & Hospitality

Formal & informal service, Table setting & tray service, Wine & beverage service, Barista & afternoon tea basics



### Housekeeping Excellence

Daily & deep cleaning routines, High-end material care, Stock management & checklists, Hygiene standards

**FLEXIBLE  
DELIVERY  
OPTIONS**



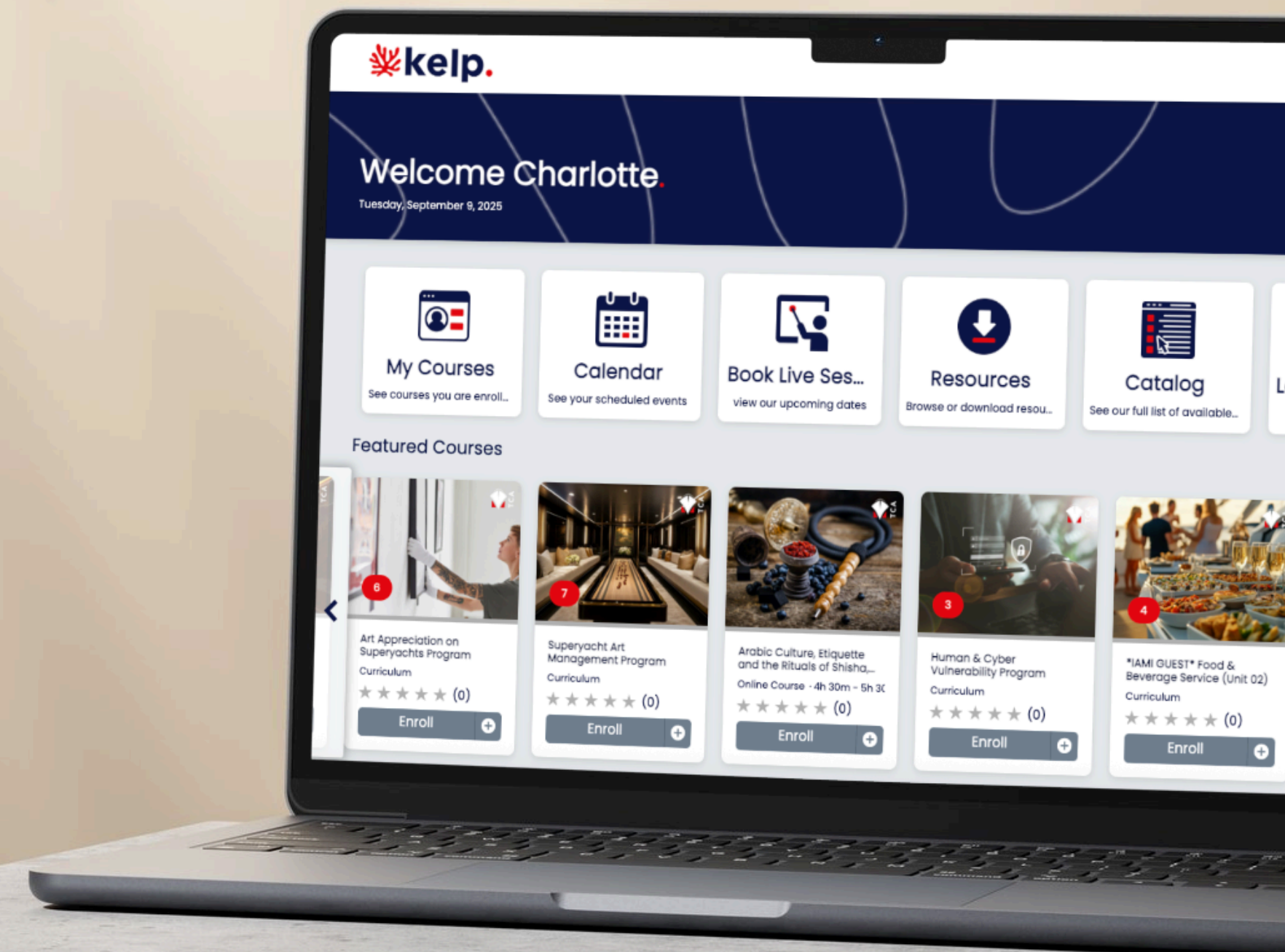
# ONLINE LEARNING

We offer flexible, tailored training that can be delivered online either through live virtual sessions or self-paced courses to suit your schedule.

Built for staff working in the luxury environment, the kelp. platform includes a wide range of courses specifically designed for UHNW households, with strong crossover in service standards.

Key features include:

- Live programs
- Personalised learning journeys
- Unlimited course access
- Multi-language options
- Certificates & digital badges
- Progress tracking
- Micro courses
- Multiple delivery methods



# ON-SITE VISITS

We offer tailored training anywhere in the world, delivered directly at your residence or preferred location.

Our team has global experience and ensures every program is culturally relevant and aligned with your specific needs.

We can also arrange a site visit to audit your residence, assess current operations, and identify areas for improvement, whether through training, refining service standards, or advising on recruitment.

This personalised, consultative approach ensures maximum impact and long-term value for your household or estate team.



# TRAINING FACILITY IN MALLORCA

Join us at our training base in Mallorca, where we offer immersive, in-person courses in a relaxed yet professional environment.

Whether you're looking to upskill your current team or prepare new staff for high-level service roles, our Mallorca location provides the perfect setting for focused, hands-on learning.

With access to expert trainers and tailored programs, your team will gain the confidence and skills needed to perform at the highest standard, all while enjoying the beautiful surroundings of the Balearic Islands.



# MEET THE TEAM

CRAFTING EXCEPTIONAL SERVICE TOGETHER

EHC is the trusted partner for the private staffing sector, with over 16 years of experience supporting UHNW households, family offices, and royal residences around the world.

Our team is uniquely composed of former private staff and senior HR professionals, offering a rare blend of service excellence and operational insight. This allows us to provide tailored, discreet, and highly effective staffing solutions.

With offices in the UK and Spain and a truly international reach, we operate through four specialist brands under our parent company, YCRT.



# CONTACT US

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