



SITE VISITS FOR PRIVATE SERVICE AND STAFF

2018



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Site Visits for Private Service and Staffing



Customized Service to fit Your Lifestyle

Starkey has been educating and placing Household Managers and Service Staff for over 36 years. We have learned that genuine service is obtained only when expectations are understood. To achieve this, Mrs. Starkey and a member of the Starkey Service Team come to your home or service environment to customize a service plan for you and your lifestyle. By participating in the on-site consultation and using Starkey's Service Management System process, your Lifestyle Service Vision and Service Priorities will be articulated. The Site Visit report you will receive produces the backbone of your Household Management Plan. Your Residence may be formal, casual or a degree in between. Possibly, you are in the Design & Build stage and are contemplating your dream home.

Your priorities may include Real Estate Management and the Administrative needs, or be centered in Housekeeping, Culinary, Clothing, or Entertainment. Perhaps the Grounds and Property, and careful Maintenance and Renovations, or your Safety and Security have become the priority? The style of service you desire is unique to you. Your style of service is unique, and must be positioned to effectively support your vision.

Initial Site Visit Goals

- ★ *Define your Lifestyle and Service Management Vision*
- ★ *Discuss Design & Build Service alternatives*
- ★ *Identify your Service Style & Service Expectations to hand-select the perfect Household Manager*
- ★ *Discuss individualized Service Training*
- ★ *Identify Staffing challenges and Position Descriptions*
- ★ *Customize and produce an initial Household Service Management Plan*



Starkey generally arrives in the late afternoon, in time for an initial meeting to determine the Principal's Vision of Service and staffing or training goals. It is often positioned as part of a dinner conversation so that there is time for all to consider and articulate expected outcomes. If you are in the Design & Build stage, conversation will be around your expected lifestyle.

After an overnight stay, Starkey staff arrive at your residence the following morning for an in-depth tour to identify Service Flow and Staffing needs, Zoning and Housekeeping Task Sheet requirements, meet any current staff (if appropriate), and ascertain the needs of your specific Service Environment in 10 Categories. We will also discuss staffing challenges and how to set up quality of life experiences.

Alternately, we may be working with your architectural drawings and discussing service requirements for the designs. The Site Visit is usually concluded in the early afternoon following lunch.

In approximately 7-10 days following the Site Visit, you will receive an initial written Service Management Plan using Starkey's Service Management System, similar to the one presented in *Mrs. Starkey's Setting Household Standards* publication sent to you prior to our consultant's arrival. This customized Service Management Plan mirrors back to you what you said, as well as what we heard and saw. With the identification of your Service Vision and specifics of all ten Service Standards, we provide recommendations for needed staff as well as any needed Service Training to meet your expectations.

In addition, we complete **Day-in-the-Life position descriptions** for new and existing staff with an overall **Service Matrix** that presents comprehensive timing, staffing, duties, and service management budget.

Design & Build Recommendations are also made in writing. Again, they are constructed to meet your specific Lifestyle and Staffing needs. An environment not set up for service has a difficult time hiring or keeping good staff.

Site Visits generally last no more than a total of 8 hours, over two days, for one location. Principals with multiple homes may require additional time/visits and/or report development time.

Private Home or Estate Site Visit or Design Build

The cost for this 2 day Site Visit and Customized Service Delivery Plan is \$15,000 (domestic) or \$20,000 (international) in addition to travel, accommodations and expenses. All fees are due prior to the commencement of the Site Visit.

Service-Hospitality Site Visit and Design Build

Our Starkey team can help you create the Service Plan to maximize your Service Delivery. This visit typically lasts for 2 days, depending upon the size of your team. The actual completion of the plan will be determined upon the number of square feet of residence or hotel.

"The ability to render genuine service is a rare gift"



SETTING STANDARDS IN PERSONAL SERVICE

Setting up your Home for Service

We can also set up housekeeping systems in your residence, or train your existing staff. **We ultimately hand-select perfect Graduates to complete your staff.** Additional days for meeting, interviewing and training staff are billed at \$2,500 per day.



Mrs. Mary Starkey



Mr. Xavier Medecin

Starkey International® invites you to consider this specialized Site Visit service, customized to fit your unique Private Service needs.

Please call 800-888-4904 Or email mstarkey@starkeyintl.com



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