



SETTING STANDARDS IN PERSONAL SERVICE

Service as an Expertise

CAREERS IN
PRIVATE SERVICE
& LIFESTYLE
MANAGEMENT



ADMISSIONS
2011

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The Certified Service Management System and StarkeyHQ® Software Program

Program Curriculum



Starkey's 40-hour, 5-day Service Management "System" and StarkeyHQ® Software Program provides a Service System and StarkeyHQ® Software Certification only. This program highlights Starkey's patented Facilities Management System and Software. It is designed for veteran Household and Estate Managers and Family Office Concierge providers interested in knowing how to develop and customize a service management plan and utilize the management tools for service. Starkey's Service Management Software is invaluable for identifying and tracking Client or Guest Expectations in the Service Marketplace and in the Household Management profession. It presents the management tools and identifies possible expectations in 10 service categories. StarkeyHQ® Software included in this course offering.

The screenshot displays the StarkeyHQ software interface. The top window shows a client profile for Jane Wendel Broussard, including personal information, family details, and a photo. Below this is a 'Service Standards' window with a table of various service categories and their associated metrics.

Service Category	N	L	M	H	Total
Administrative Standards	0	0	6	4	24
Amount of Business support	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Amount of Concierge services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Amount of Insurance Management	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Amount of Inventory	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Amount of Purchasing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Amount of Social Administrative support (Thank-You letters, RSVP)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Developed Household or Service Management System	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Multiple Home Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Number of Service Staff: 1-3 low; 5-10 is medium; over 10 is high	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Number of Vendors: 1-20 vendors is low; 21-50 vendors is medium; 50 plus vendors is ...	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Housekeeping Standards	0	2	7	5	31
Culinary Standards	0	0	3	8	30
Clothing Standards	1	5	6	2	23
Maintenance Standards	0	9	7	4	35
Property and Grounds Standards	6	0	1	10	32
Entertainment Standards	3	1	13	5	42
Transportation and Travel Standards	0	1	4	6	27
Safety and Protection Standards	0	6	2	2	16
Personal Care - Child Care Standards	5	0	0	0	0
Personal Care - Elder Care Standards	0	0	2	3	13
Personal Care - Guest Care Standards	0	0	2	3	13
Personal Care - Pet Care Standards	0	0	1	4	14
Daily Graces	0	0	0	0	0

The bottom window shows a 'Service Vision' calendar with a grid of dates and colored bars representing service tasks. A 'People' window is also visible, listing family members and their contact information.

CERTIFICATION PROGRAMS

The Certified Household Management Program comprises 40 curriculum hours in 5 calendar days. This Program NOW is also offered in an At-Home Distance Learning/Correspondence Program. StarkeyHQ® Software and Original Guide to Private Service Management included.

1. Starkey Service Management System and StarkeyHQ® Software

Our unique Service Management System instructs how to identify service expectations and to customize a service delivery plan. This patented service management tool is a highly sophisticated process for identifying, organizing and prioritizing household staff duties and service expectations. Unique to the service profession, it provides a management foundation for Private Service. It includes Terminology, Zones, organizes Housekeeping, Maintenance and Security Task Sheets, synthesizes service delivery hours, position descriptions and provides software for customizing a service delivery plan. Areas of emphasis include:

- ★ Identifying Vision and Service Goals
- ★ Employer's Family Tree and Traditions
- ★ Household Favorites and Preferences
- ★ Establishing the Environment
- ★ Employer's Service Standards & Matrix
- ★ The Household Manager's Book
- ★ Provider's Technical Skills Qualifier
- ★ Physical Structure and Service Flow
- ★ Housekeeping and Maintenance Task Sheets
- ★ "Day in the Life®" & Position Descriptions

Service Standards in:

- ★ Administration, Calendars, Inventory
- ★ Housekeeping Schedules
- ★ Culinary Expectations
- ★ Clothing and Valet Care
- ★ Entertainment - Event Planning
- ★ Property and Grounds Management
- ★ Maintenance Task Schedules
- ★ Transportation and Travel Schedules
- ★ Safety and Protection Management
- ★ Personal Care: Elder, Guest, Child, and Pet

2. Facilities Service Management Plan

- ★ StarkeyHQ® Software & Application
- ★ Customizing a Service Management Plan and Creating a Household Manager's Book
- ★ Identifying the People's Lifestyle Service Vision
- ★ Identifying the Environment
- ★ Identifying the Service Standards
- ★ Creating Zones and Housekeeping, Maintenance, and Security Task Sheets
- ★ Working with the Service Management System's Tools
- ★ Customizing and Completing your Service Delivery Plan
- ★ Presenting the plan to your Principals and Fine Tuning



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