

# CERTIFICATION PROGRAMS



SETTING STANDARDS IN PERSONAL SERVICE

SERVICE AS AN EXPERTISE

THE STARKEY SERVICE  
MANAGEMENT SYSTEM

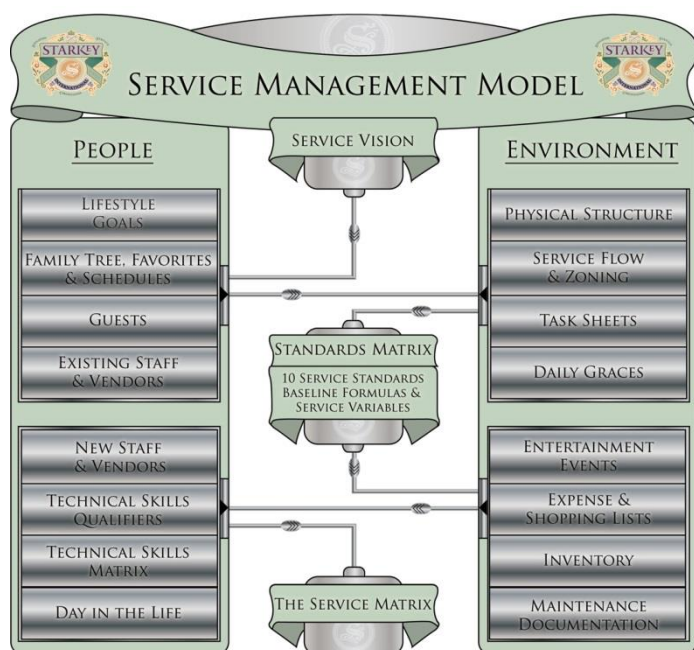
2019



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## THE STARKEY CERTIFIED SERVICE MANAGEMENT SYSTEM PROGRAM

**Program Offered on Location and as a Correspondence Course**



Starkey's patented Service Management Systems Course is a 40- hour or 5 days Certification course while on site at the Starkey Institute. Or 45 days as an Online or Correspondence course. This program highlights Starkey's systematic process for writing and customizing a Service Management Plan for a private home.

It is designed for new or veteran Household and Estate Managers interested in knowing how to develop and customize a service management plan.

It presents 11 Service Management Tools unique for service. Starkey's Service Management System is invaluable for identifying and tracking Client or Guest Expectations, Day in the Life Planning, and customizes and sets up Daily Tasks and Expectations within the 10 Service Standard categories. The only system of its kind! The Starkey Service Management System teaches students how to think as a Household or Estate Manager.

**38 Years of Service Expertise**

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## 1. Starkey Service Management System

**Our unique Service Management System instructs how to identify service expectations and to customize a service delivery plan.** This patented 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, Zoning for Creating Housekeeping, Maintenance and Security Task Sheets. This system synthesizes service delivery hours and identifies position descriptions and provides a user-friendly process for customizing a service delivery plan.

### Starkey's 11 Service Management System Tools include:

- ★ Service Vision and Service Goals
- ★ Employer's Family Tree and Traditions
- ★ Employer and Family Schedules
- ★ Household Favorites and Preferences
- ★ Employer's Service Standards Matrix
- ★ Technical Skills Qualifier
- ★ Technical Skills Matrix
- ★ Housekeeping, Property & Grounds, Maintenance, and Security Task Sheets
- ★ The Ballet of Service Event Planner
- ★ Day in the Life™ & Position Descriptions
- ★ Service Management Matrix

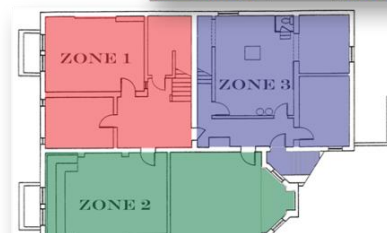
### Service Standards include:

- ★ 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. The Service Management Plan

- ★ Customizes and Completes a Service Delivery Plan
- ★ Creates a Household Manager's Book
- ★ Identifies The Family's Service Vision
- ★ Identifies the Family's Lifestyle
- ★ Organizes the Environment
- ★ Identifies the Physical Structure and Service Flow
- ★ Identifies the Service Standards
- ★ Provides 11 Service Management System Tools
- ★ Presents the Plan to Your Principals
- ★ Gives you Templates for Creating and Fine Tuning the Plan

Service	Recommended Weekly Hours for Household Staffing								Total
	Chef/M	Exec Hskp	Property & Grounds	Name	Name	Name	Name	Name	
Administrative	10	0	0	0	0	0	0	0	10
Housekeeping	0	20	0	0	0	0	0	0	20
Culinary	20	0	0	0	0	0	0	0	20
Clothing	0	10	0	0	0	0	0	0	10
Entertaining	2	0	0	0	0	0	0	0	2
Grounds & Property	0	0	25	0	0	0	0	0	25
Maintenance	0	0	5	0	0	0	0	0	5
Safety & Protection	2	0	0	0	0	0	0	0	2
Transportation	2	0	0	0	0	0	0	0	2
Child Care - PCS	0	0	0	0	0	0	0	0	0
Elder Care - PCS	0	0	0	0	0	0	0	0	0
Guest Care - PCS	2	0	0	0	0	0	0	0	2
Pet Care - PCS	2	0	0	0	0	0	0	0	2
<b>Total Weekly</b>	<b>40</b>	<b>30</b>	<b>30</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>100</b>



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## WHAT YOU WILL LEARN FROM THE ELEVEN MANAGEMENT TOOLS...

- Principals lifestyle, environment and service style; The **Principals Service Vision**
- Identifying your Principals expectations in multiple areas; **The Ten Service Standards**
- How do your Principal's think about Service? How to define the level of Technical Service being requested? **The Standards Matrix**
- How to set up a functional, Housekeeping Plan; **Zones and Task Sheets**
- How to communicate weekly what you have accomplished; **The Day in the Life**
- How to evaluate the staff members individual skills and effectively interview for your support staff; The **Technical Skills Qualifier**
- Compare your entire staff's technical skills to match the Principals expectations; **The Technical Skills Matrix**
- Formulas for qualifying time to complete Service expectations; **Standards Baselines and Variables**
- How to organize functional work procedures and schedules; **The Service Flow and Staff Calendar**
- How to provide a one-page overall plan to help your employer understand who is doing what in hours; The **Service Matrix**
- How do you setup a functional Entertainment event, forgetting nothing; **The Entertainer Planner**

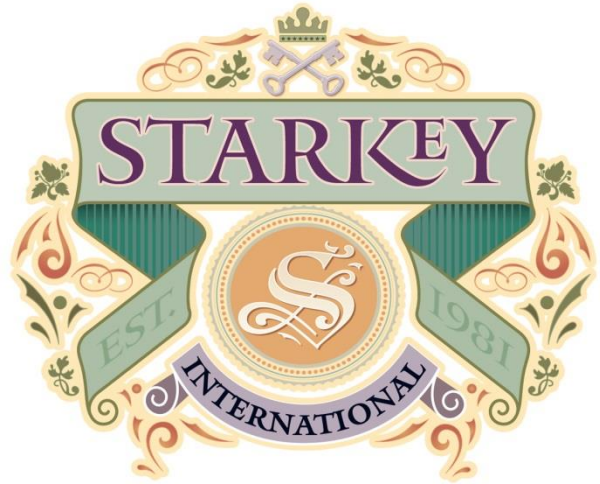
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## ADDITIONAL INFORMATION ABOUT THE SYSTEMS MANAGEMENT COURSE

**\$5,250 Tuition**

*Included with Tuition*

- ★ Starkey Service Management Templates
- ★ 11 unique Service Management Tools
- ★ Mrs. Starkey's Service Management System Text
- ★ Instructors available by Skype, email or phone
- ★ 45 days to complete course



**FOR MORE INFORMATION ABOUT THIS COURSE OR OTHER COURSES, CALL US**

Toll-free 1-800-888-4904, e-mail us at [services@starkeyintl.com](mailto:services@starkeyintl.com), or visit our website at [www.starkeyintl.com](http://www.starkeyintl.com)

