



Starkey Service as an Expertise

# Starkey Advanced Household Management Certification Program

2021



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# Advanced Household Management



The Starkey Advanced Household Management Certification Program is an intensive, four-week program offered to qualified candidates to be completed onsite at the Starkey Institute in Denver, Colorado.

This overall program prepares students to fully manage a private home, both from a Household or Estate Management perspective. Students who complete the program will receive a Certification in *Advanced Household Management*.

This 4-week, 160 hour Certification Program is designed for those working in Private Service and who wish to earn their full Starkey Certification in *Advanced Household Management*. Because students complete their training by learning and working in the Mansion with their fellow classmates, the program requires students to reside at the Institute.

This is a highly sophisticated and intense Program. It will teach you to write a Service Management Plan for any size residence, club, or boutique hotel; be able to set up an overall Housekeeping Plan and customize Tasks; prepare and carry out formal and informal Entertaining Events; and in *The Relationship of Service; Personal Statement*, identify your individual skills, management abilities, style of service to prepare you to be placed by Starkey & Associates, Inc., Starkey's sister corporation, who has placed 90% of all available Starkey Graduates.

Applicants must show prior experience working in a service capacity and must submit a complete application to Starkey International. Students who are accepted into the *Certified Advanced Household Management Program* are considered to have the necessary personalities, prior work experience, education, and a desire to succeed in the Service Management professions.

Upon completion of the four-week program, students will receive a Starkey Certification in *Advanced Household Management*.

# Program Information

Advanced Household Management Tuition: \$10,000

- ★ Four weeks and board at the Historic Starkey Mansion in Denver, Colorado is included in Program tuition.
- ★ Students experience hands-on processes, techniques, and management as they earn and reside in the Mansion.

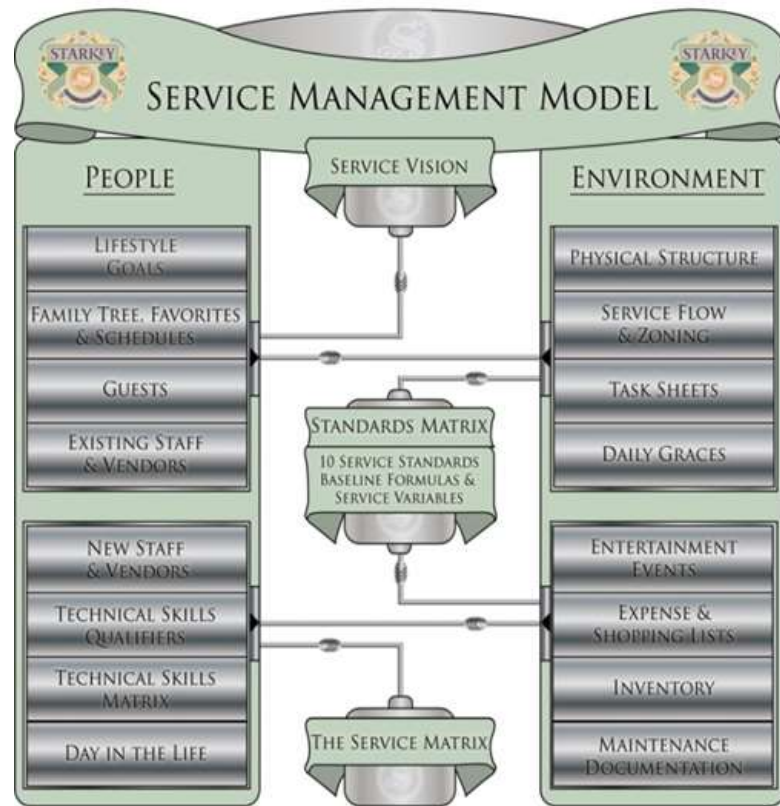
Advanced Household Management 2021 Program Dates:

- ★ February 1<sup>st</sup> -26<sup>th</sup> 2021
- ★ May 3<sup>rd</sup> -28<sup>th</sup> 2021
- ★ August 2<sup>nd</sup> -27<sup>th</sup> 2021
- ★ October 25<sup>th</sup> -November 19<sup>th</sup> 2021

Starkey's Certification in Household Service Management is made up of four courses:

- *The Service Management System*
- *Housekeeping for the Private Home*
- *Entertainment for the Private Home*
- *The Relationship of Service: The Personal Statement*

# Week 1: Service Management System



The *Service Management System* Program is a 40- hour, 5-day curriculum offered onsite at the Starkey Institute. This program highlights The Starkey systematic process for writing and customizing a Service Management Plan for any size residence, club, or boutique hotel. It is designed for new or veteran Household and Estate Managers interested in enhancing their education by understanding how to develop and customize a Service Management Plan. This system has a U.S. Patent.

The program presents 11 Service Management Tools unique for service. The Service Management System is invaluable for identifying and tracking Principal or Guest Expectations, Day in the Life Planning, and customizing Daily Tasks and Expectations within the 10 Service Standard categories. It is the only system of its kind. The Service Management System teaches students how “to think” as a Household or Estate Manager.

## The Principal’s Service Vision and other Management Tools

- ★ How to identify the Principal’s expectations in multiple areas: **The Ten Service Standards**
- ★ How to identify the Principal’s thoughts about Service: **Service Vision**
- ★ How to define the Principal’s requested level of Technical Service: **The Standards Matrix**
- ★ How to set up a functional Housekeeping Plan: **Zones and customized Task Sheets**
- ★ How to develop and communicate weekly accomplishments: **The Day in the Life**
- ★ How to evaluate the staff members’ individual skills and to effectively interview the support staff: **The Technical Skills Qualifier**
- ★ How to compare the entire staff’s technical skills to match the Principal’s expectations: **The Technical Skills Matrix**
- ★ How to utilize System formulas for qualifying time to complete Service expectations: **Standards Baselines and Service 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 the Principal's understanding of who is doing what in real time: **The Service Matrix**
- ★ How to set up a functional Entertainment event: **The Entertainment Planner**

## Starkey Service Management System

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, and 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
- ★ Principal's Family Tree and Traditions
- ★ Principal and Family Schedules
- ★ Household Favorites and Preferences
- ★ Principal'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 & Time Management tool
- ★ Service Management Matrix

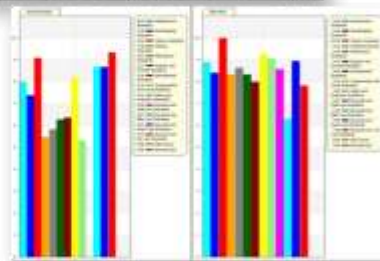
### Service Standards include:

- ★ 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

## The Service Management Plan A Service Management Plan

- ★ Customizes and completes a Service Delivery Plan
- ★ Creates a Household Manager's Book
- ★ Organizes the Environment
- ★ Identifies the Physical Structure and Service Flow
- ★ Identifies the Service Standards
- ★ Presents the Plan to Your Principals
- ★ Creates Position Descriptions
- ★ Provides Templates for creating and fine-tuning the Plan

Service	Recommended Weekly Hours for Household Staffing								Total
	Child M	Eld. Help	Property	Guests	Guests	Guests	Guests	Guests	
Administration	10	0	0	0	0	0	0	0	10
Housekeeping	0	0	0	0	0	0	0	0	0
Culinary	0	0	0	0	0	0	0	0	0
Clothing	0	0	0	0	0	0	0	0	0
Transportation	0	0	0	0	0	0	0	0	0
Property & Grounds	0	0	25	0	0	0	0	0	25
Maintenance	0	0	0	0	0	0	0	0	0
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
Per Care - PCS	2	0	0	0	0	0	0	0	2
<b>Total Weekly</b>	<b>40</b>	<b>0</b>	<b>25</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>100</b>



## Week 2: Housekeeping for the Private Home



Housekeeping is to Household Management as bookkeeping is to Accounting. If you don't know it, you can't really supervise, manage, or train Housekeepers. It is an integral part of a Household Manager's knowledge. Starkey International is offering a 40-hour (5-day) curriculum for Household Managers to understand what fine housekeeping means.

### This program offers:

- ★ Starkey Housekeeping philosophy for the high-net-worth
- ★ Household Etiquette and Protocols
- ★ Housekeeping Baselines and Variables
- ★ Housekeeping Favorites and Standards
- ★ Knowledge of organic and standard products, chemicals, tools, and safety
- ★ Closet organization and Inventory Management skills
- ★ Development of Zones and customized Task Sheets (bring your architectural drawings)
- ★ Identification of Principal's Daily Graces, project tasks and weekly, monthly, and seasonal cleaning schedules
- ★ Creation of an overall customized Housekeeping Plan

### Technical Skills:

- ★ Customization of cleaning methods and techniques
- ★ Care for wood, dusting, care of wood floors, carpets, and fine rugs
- ★ Care for and cleaning of art, books, antiques, and other collectibles
- ★ Care for silver, glass, crystal, china, chandeliers and windows
- ★ Detailed cleaning of bathrooms and kitchens
- ★ Bed making, turndown, linen closet organization, care of bed linens, and laundry practices

## Week 3: Entertainment for the Private Home



### This Program offers:

- ★ Table Settings
- ★ Table Service Styles
- ★ Formal Dinner Planning
- ★ Care of fine China, Crystal & Silver
- ★ Basic Flower Arrangements
- ★ Champagne Service
- ★ Proper use of Candles
- ★ Menu Development
- ★ Tea and Coffee Service

In *Entertainment for the Private Home*, we will cover Table Settings, Table Service Styles, Champagne Service and Formal Dinner planning all from the perspective of the Emily Post tradition. If you know the traditional art, you can always alter or fine-tune to fit the requests of your Principal. Starkey will present its famous “Entertainment Event Planner” and practice Order of Service. We will also cover care of fine china, silver and crystal, basic flower arranging, proper use of candles, and menu development. We will end the course with a formal tea, and finally an actual formal dinner.

# Week 4: The Relationship of Service: The Personal Statement



*The Relationship of Service: The Personal Statement* addresses the psychology of Private Service and combines an understanding of the true meaning of Service with the creation of a Service Statement that is designed to facilitate placement into your ideal position. *There is a transformational aspect to this course.* Throughout the week, you will come to understand why you have chosen the field of Private Service

## This Program offers:

- ★ A guide to identifying skills and strengths you bring to a potential employer
- ★ An understanding of how to find and choose a position best suited to you
- ★ A process for salary negotiation
- ★ A guide for moving through the interview process
- ★ A service philosophy, a service etiquette, and a language of terms that is unique to the Private Service profession. You will use these in interviews.
- ★ A series of five videos that feature Mrs. Starkey as she demonstrates work with Graduates to help them identify their style of service and perfect employer.
- ★ The Starkey publication *The Relationship of Service* which develops a complete profile to present to potential Principals for interviews.
- ★ A Starkey Certification that provides credentials that prove expertise for the Private Service career market
- ★ A process that promotes genuine self-esteem and places you where you can be measured against other service providers for your actual expertise.

## The Personal Service Modules:

- ★ Identification of your Service Vision
- ★ Identification of the most prominent morals, values, or ethics of your belief system
- ★ Development of Family Tree and Day in the Life. What do you want to be doing all day?
- ★ Identification of why Service is your chosen career path and your passion
- ★ Identification of your specific Technical Skills that are ready for Private Service
- ★ Identification of your unique Service Style
- ★ Creation of your perfect position



# 40 Years of Service Expertise

For More Information about this program or other programs,  
please contact us.

Toll-free 1-800-888-4904, e-mail us at [services@starkeyintl.com](mailto:services@starkeyintl.com)

Visit our website at [www.starkeyintl.com](http://www.starkeyintl.com)





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