



SERVICE AS AN EXPERTISE

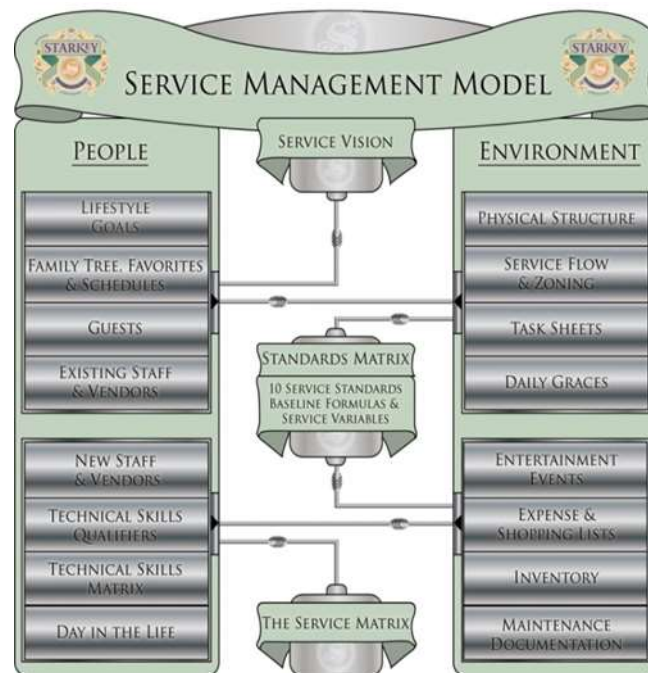
THE STARKEY SERVICE MANAGEMENT SYSTEM

2021



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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

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, 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

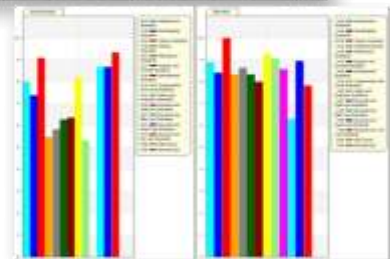
Service Standards include:

- ★ 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	Child H	Property & Grounds	Admin	House	House	House	House	
Administration	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
Entertainment	0	0	0	0	0	0	0	0	0
Grounds & Property	0	0	20	0	0	0	0	0	20
Maintenance	0	0	0	0	0	0	0	0	0
Safety & Protection	0	0	0	0	0	0	0	0	0
Transportation	0	0	0	0	0	0	0	0	0
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	0	0	0	0	0	0	0	0	0
Pet Care - PCS	0	0	0	0	0	0	0	0	0
Total Matrix	40	30	20	0	0	0	0	0	100



Service Management System Tuition

\$5,250

- ★ One week room and board at the Historic Starkey Mansion in Denver, Colorado
- ★ Ability to complete via Skype Correspondence with 45 grace period for completion
- ★ Starkey Service Management Templates
- ★ The unique Starkey 11 Service Management Tools
- ★ Mrs. Starkey's Service Management System Text

Service Management System Program Dates

- ★ February 2nd-5th
- ★ May 3rd-7th
- ★ August 2nd-6th
- ★ October 25th-29th

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

Visit our website at www.starkeyintl.com



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