



STARKEY SERVICE AS AN  
EXPERTISE

STARKEY'S CERTIFIED  
HOUSEHOLD SERVICE  
MANAGEMENT  
PROGRAM

2021



WWW.STARKEYINTL.COM  
CALL TODAY TOLL FREE 800-888-4904

## THE STARKEY CERTIFIED HOUSEHOLD MANAGEMENT COURSE

Starkey's Certification in Household Service Management is made up of four parts.

The four sections are presented below.

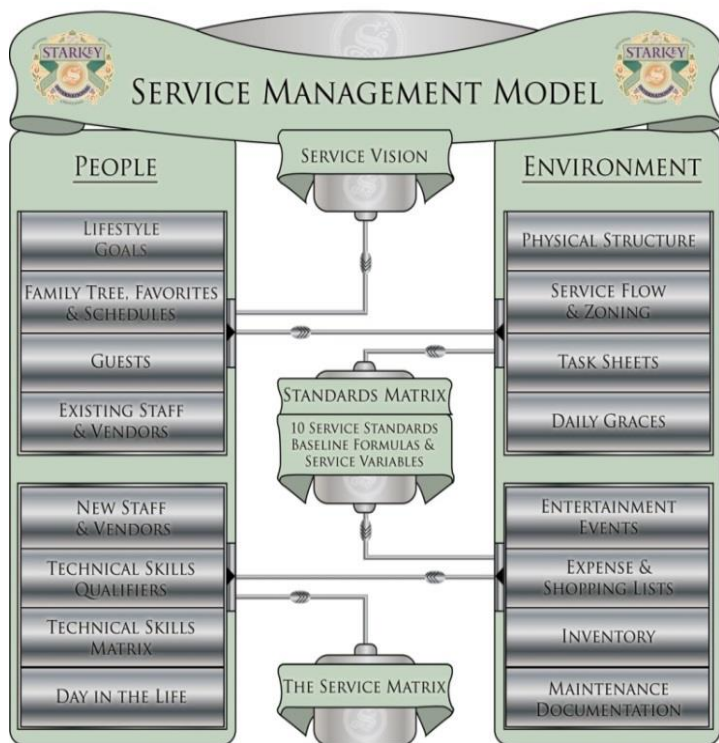
**They are:**

1. The Service Management System
2. Fine Housekeeping
3. The Art of Entertaining
4. The Relationship of Service

This overall program prepares the student to be able to fully manage a private home, both from a Household or Estate Management perspective.

Each student will receive a Certification in Household Management.

## WEEK 1: THE STARKEY SERVICE MANAGEMENT SYSTEM COURSE



Starkey's patented Service Management Systems Course is a 40-hour or 5-day Certification course onsite at the Starkey Institute. 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. This system has a U.S. Patent

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. It is the only system of its kind! The Starkey Service Management System teaches students how to think as a Household or Estate Manager.

## 4 Week Certification: Starkey's Certified Household Service Management Program

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

- Principal's lifestyle, environment and service style: **The Principal's Service Vision**
- Identifying your Principal's expectations in multiple areas: **The Ten Service Standards**
- How do your Principals 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 develop and communicate weekly what you have accomplished: **The Day in the Life**
- How to evaluate the staff members' individual skills and effectively interview your support staff: **The Technical Skills Qualifier**
- Compare your entire staff's technical skills to match the Principal's expectations: **The Technical Skills Matrix**
- 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 your employer understand who is doing what in real time: **The Service Matrix**
- How to set up a functional Entertainment event: **The Entertainer Planner**

## COURSE OVERVIEW

### 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

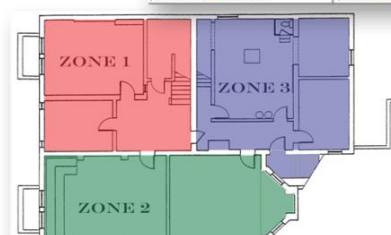
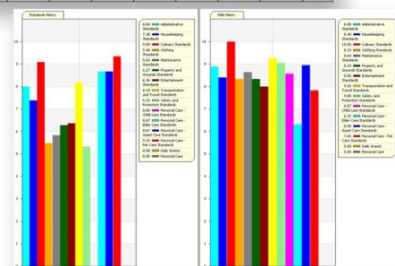
**Service Standards include:**

- ★ 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	The Service Matrix								
	Chief M	Exec Hskp	Property & Grounds	Name	Name	Name	Name	Name	Total
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>



## WEEK 2: HOUSEKEEPING AS AN EXPERTISE COURSE



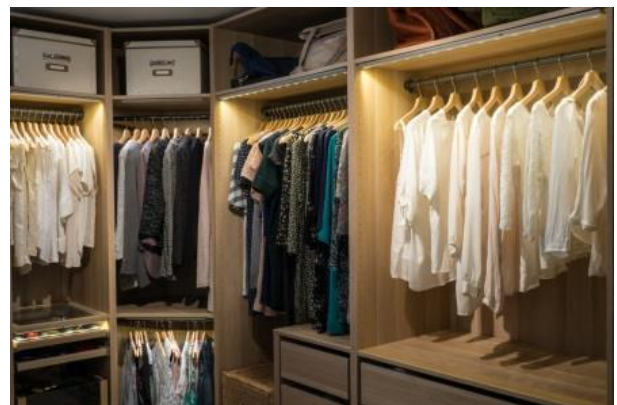
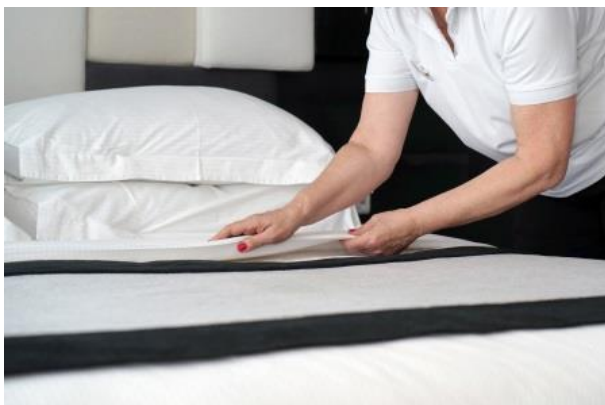
Housekeeping is to Household Management as bookkeeping is to Accounting. If you don't know it, you can't really supervise Housekeepers or train them. It's an integral part of a Household Manager's knowledge. Starkey International is offering a 40-hour (five-day) course for Household Managers to come out knowing what fine housekeeping means. This is a highly detailed curriculum in overall Housekeeping Management skills and knowledge.

### Curriculum offered in this course:

- Starkey cleaning philosophy for the high-net-worth
- Etiquette and protocols
- Housekeeping baselines and variables
- Family Housekeeping favorites and standards
- Creation of a customized household Housekeeping plan
- Learn about organic and standard products, chemicals, tools and safety
- Closet organization and inventory management skills
- Students will develop Zones and Task Sheets (bring your architectural drawings)
- Identify Daily Graces, project tasks and weekly, monthly and seasonal cleaning schedules

### Technical Skills:

- Correct cleaning methods and techniques
- Dusting, care of wood, care of wood floors, carpets and fine rugs
- Proper care and cleaning of art, books, antiques, and other collectibles
- Care of silver, glass, crystal, china, chandeliers and windows
- Bathroom and kitchen cleaning
- Making beds, performing turndown, linen closet organization, care of bed linens and laundry practices



39 Years of Service Expertise

## WEEK 3: THE ART OF ENTERTAINING COURSE



The Art of Entertaining Course is back! We will be covering Table Settings, Table Service Styles, Champagne Service and Formal Dinner planning all from the perspective of the Emily Post tradition. If one knows the traditional art, one 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 arrangements, proper use of candles and menu development. We will end the course with an actual formal dinner.

### Curriculum offered in this course:

- 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

*If one knows the traditional art, one can always alter or fine-tune to fit the requests of your Principal.*



***“Taught from the Emily Post Tradition”***

*You will love our Afternoon Tea and Coffee Service at the Brown Palace. We will end with a formal dinner!*

## WEEK 4: STARKEY'S RELATIONSHIP OF SERVICE AND PERSONAL STATEMENT COURSE

This program highlights Starkey's process of successful placement. We teach you how to master the best ways to present yourself to a potential employer. Included in this course are the following: how to identify the skills and strengths you are actually bringing to a potential employer; how to present yourself as a truly good fit for the position; how to determine if the position is the right fit for you; what you might expect in terms of salary range; and what steps you might expect as you move through the interviewing process. After 39 years of experience placing our graduates, the Starkey staff members know how to guide you across all parts of the interview process.



This program addresses the psychological piece in private service. This course is a combination of understanding the true meaning of service and creating a Service Statement that is designed to facilitate the placement process. There is a transformational aspect to this program. You will learn for yourself why you have chosen the field of private service.

### COURSE OVERVIEW

#### 1. *The Relationship of Service*

*Starkey International has spent many years developing a system geared toward interview preparation and presentation. Our system incorporates the personal, psychological and technical abilities of our graduates. We can perfectly match you with a potential employer.*

#### *Starkey Relationship of Service and Personal Statement Program includes*

*a service philosophy, a service etiquette, and a language of terms that is unique to the Private Service profession. You will use these when interviewing.*

- ★ A series of five videos featuring Mrs. Starkey as she shares how she works with her Graduates in helping them to identify their style of service and their perfect employer.
- ★ The Starkey publication, "The Relationship of Service," Starkey develops a complete profile on you to present to potential employers for interviewing.
- ★ A review of Interviewing techniques specific to private service.

- ★ A Starkey Certification that provides credentials for your expertise that positions you in 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 rather than your ego.

#### 2. *Your Personal Service Statement Modules to include:*

- ★ Identification of your Service Vision
- ★ Identification of your most prominent Morals, Values and Ethics that identify your belief system.
- ★ Family Tree and Day in the Life. What do you want to be doing all day?
- ★ Why service is your chosen career path and your passion?
- ★ Identification of your specific Technical Skills ready for Private Service
- ★ Identification of your unique Service Style
- ★ A process to create your perfect position

## 4 Week Certification: Starkey's Certified Household Service Management Program

### ADDITIONAL INFORMATION ABOUT THE STARKEY 4 WEEK HOUSEHOLD MANAGEMENT PROGRAM

#### Cost of the Course is \$10,000

"The military has special sources of funding for this course. Please call us to learn more."

Room and meals are provided as part of the tuition. Course program will be provided at the Starkey Mansion in Denver. We have just experienced a complete remodel. We have seven new upgraded bedrooms and bathrooms. The Mansion has added a gym, billiards room and rear garden with an authentic pizza oven.



The Starkey Household Management Certification Program will be held in April and September of 2021.

Please call us at (303)-832-5510 to confirm actual course dates.

The Starkey Service Management System Course and the Relationship of Service Course are offered both online (via correspondence) and in person at The Starkey Mansion in 2021. We only offer our Housekeeping and Entertaining courses as part of this program in Denver at The Starkey Mansion.

This Household Management Certification Program is taught by our Director of Education, Xavier Medecin, Mary Louise Starkey, and other members of our teaching staff.

Please contact the Director of Education,  
Xavier Medecin at 303-888-5670 or at [xmedecin@starkeyintl.com](mailto:xmedecin@starkeyintl.com).

Approved and Regulated by the Colorado Department of Higher Education, Private Occupational School Board  
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Approved by the Colorado Office of Veteran's Education & Training for those eligible to participate in Veterans benefits. I certify this catalog to be true and correct in content and policy.



#### About Xavier Medecin:

##### *Starkey International Director of Education*

Born in Menton, France and raised in Monaco, Mr. Medecin grew up in a family of restaurateurs. His first official position as a young man was at the service of the Royal Family, Princess Grace and Prince Rainier of Monaco.

Throughout his career, he has worked with well-known businessmen and Heads of State in Europe, China and Africa. He has served as a butler throughout the world in private villas and onboard mega yachts, has opened and trained in luxury hotels and has owned renowned restaurants in San Francisco, California.

A graduate of both Starkey International and The International Butler Academy in the Netherlands, where he also taught, he comes to Starkey in charge of international development with 35 years of hospitality, education and service management knowledge paired with entrepreneurial expertise that few in the service profession can parallel.