



Starkey Hospitality Announces

Service Management System Correspondence Course

**Starkey International's Sophisticated Service Management Education....
On Your Schedule!**

Our unique Service Management System instructs “How to Identify Service Expectations” and to “Customize a Service Delivery Plan.” This patented Facilities 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 any service environment. 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.

Starkey Service Management System includes:

- ★ 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



\$5,050 Tuition

Included with Tuition

- StarkeyHQ® Software
- Mrs. Starkey's Original Guide to Private Service Management
- Instructors available by Skype, email or phone
- 45 days to complete course



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

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

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