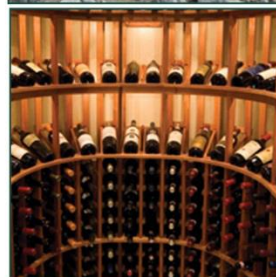


CUSTOMIZED SERVICE TRAINING

2020



WWW.STARKEYINTL.COM





Customized Service Education for Private Staff

Starkey International Institute for Household Management, the Global Expert in Serving the High-Net-Worth, focuses on Service as an Expertise with Education, Publications and Household Service Management for Homes and Private Yachts!

- ★ We teach our patented Service Management Model
- ★ We customize our Private Service Curriculums
- ★ We teach Household Management, Butlering, House-keeping, Entertaining Etiquette, and much more

Starkey Identifies your Service Vision and provides On-site Customized Training for your Service Staff



Let Starkey International® ...

Help Establish your Service Vision and Service Training Goals

Develop a Management Plan or Blueprint of your Vision of Service for your yacht home and family with Staffing Needs

Customize, Zone & create Task Sheets for Daily and Seasonal Duties, both for the Residence and Outside Property

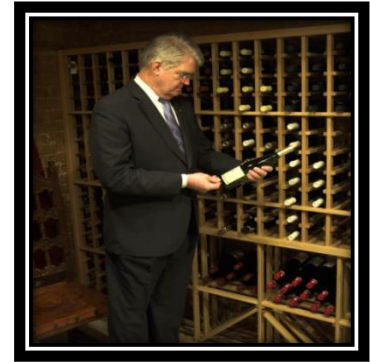
Educate your staff in Fine Housekeeping Techniques, Clothing and Linen Care, Entertaining, Service Etiquette, and more!

Customize Private Service Training for your Service Staff



Customized Curriculums

- ★ Identifying Service Visions
- ★ Customized Service Management Plans
- ★ Service Etiquette and Protocol
- ★ Tea and Coffee Specialties
- ★ Entertainment and Event Planning
- ★ The Formal Dinner
- ★ Table Settings and Service Styles
- ★ Silver Service I and II for Yachts
- ★ Silver Polishing and Care
- ★ Culinary Meal Planning
- ★ Marriage of Food and Wine
- ★ Aperitifs, Digestifs, and Cigars
- ★ Wine Cellar Management
- ★ Housekeeping Techniques
- ★ Care of Fine Linens
- ★ Laundry and Closet Organization
- ★ Packing and Unpacking
- ★ Care of Fine Art, Antiques and Carpets
- ★ Flower Arranging
- ★ Management of Vendors and Grounds and Property
- ★ Car Care, Etiquette and Detailing
- ★ Security and Security Protocols
- ★ Butler Etiquette and Service Standards.



Specialized Private Training Educators

Mrs. Mary Louise Starkey, B.S. C.E.O.

President and Founder of Starkey International®

“Service as a Relationship,” Mrs. Starkey, known as the First Lady of Service, has been the CEO of Starkey International® since its inception, and she is credited for professionalizing the Private Service industry. She is a dynamic and passionate educator, public speaker, and a natural storyteller. She freely shares her knowledge and mentors clients in identifying and creating their “Vision for Service.”

Mrs. Starkey provides on-site consultations to Private Estates and Clubs, Luxury Market Hotels and businesses, to identify their Service Visions, customize their Style of Service, and develop a Service Management Plan.



Mr. Xavier Medecin, C.H.M.

Private Training Service Instructor

Mr. Medecin brings over 30 years of experience in hospitality management, butler and private service to impart. As a young man, he was at the service of the Royal Family, Princess Grace and Prince Rainier of Monaco. During his career, he has worked for well-known businessmen to Heads of State as well as in private villas and onboard mega yachts. He 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 is highly experienced in the art of fine butlering and service. His students appreciate his down-to-earth, energetic and enthusiastic style of teaching and his dedication to high and gracious standards.



Ms. Juliet Xu, CHM, B.S. in Chemistry

China Representative/Private Service Training Instructor

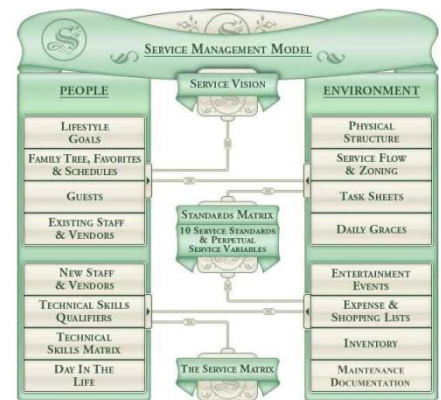
Ms. Xu has been a hospitality consultant and champion of "The Relationship of Service" in China for many years. She began as a Starkey Graduate consulting and educating about the Starkey International Institute and our Private Service educational curriculums in the year 2000. She is passionate about bringing an understanding of service to China. For over 20 years she has focused her efforts in high-end hospitality and residential community developments for the growing wealth in China. She represents Starkey International and is a regular Starkey instructor in China. Ms. Xu is proficient in both English and Mandarin.



CUSTOMIZED SERVICE TRAINING

Starkey International is celebrating 39 years in serving the Private Service Industry and has become the expert in teaching the "Relationship of Service." Starkey International teaches how to identify and meet the Service Standards expected by you and your Guests. Starkey has developed

and patented the Starkey Service Management System. We turn service into a highly valued asset, where "service" is the product. We have learned that Service Professionals must be positioned to be successful. Starkey Private Staff Training is customized in content to serve individualized needs:



- ★ A Well-Defined and Customized Blueprint of your "Service Delivery Plan"
- ★ Formal Service Etiquette, appropriate Service Boundaries, and Protocol Knowledge that Supports appropriate Cultural behaviors, Service Ethics and Confidentiality
- ★ Identification and Development of Service Styles, Personal Presentation, and Team Synergy of all Service Staff.
- ★ Customized Task Sheets for Housekeeping, Maintenance, Property and Grounds & Security
- ★ Technical Skills and Systems training in Butlering, Formal Service, Entertaining, Housekeeping, Etiquette, International Guests, and the Marriage of Food and Wine

**"Superb Service is Unconditional. It is Offered Freely and
Withheld from None. It is Constant, Appears Effortless, and is Always Genuine."**

-Mary Louise Starkey

Private Training Tuition Cost: \$2,500 - \$3,000 per day depending on the number of students, instructors, and training days required.
Service management textbooks, PowerPoint, and customized educational support included.
Transportation, Hotel and Meals provided by the Client

For more information and individualized pricing to customize your service needs, please contact Starkey International at (800)888-4904 or visit our website at www.starkeyintl.com.



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