

## TABLE OF CONTENTS

The Environment	1
Administrative Procedures	5
<input type="checkbox"/> Daily Activities	
<input type="checkbox"/> Monthly Activities	
<input type="checkbox"/> Seasonal Activities	
<input type="checkbox"/> Yearly Activities	
<input type="checkbox"/> Accounting and Finance	
<input type="checkbox"/> Maintenance	
<input type="checkbox"/> Collectibles and Inventory	
<input type="checkbox"/> Medical Issues	
<input type="checkbox"/> Insurances	
<input type="checkbox"/> Vendors	
<input type="checkbox"/> Personnel Policies	
<input type="checkbox"/> Guests	
<input type="checkbox"/> Family	
<input type="checkbox"/> Pets	
• Clothing and Laundry Procedures	61
<input type="checkbox"/> No Laundry Policy	
<input type="checkbox"/> Dry Cleaning	
<input type="checkbox"/> Pressing and Steaming	
<input type="checkbox"/> Designers	
<input type="checkbox"/> Jewelry	
<input type="checkbox"/> Personal Shopping	
<input type="checkbox"/> Shoe and Leather Care	
<input type="checkbox"/> Storage	
<input type="checkbox"/> Closet Organization	
<input type="checkbox"/> Staff Attire	
• Culinary Procedures	65
<input type="checkbox"/> Menu Planning	
<input type="checkbox"/> Serving and Presentation	
<input type="checkbox"/> Inventory	
<input type="checkbox"/> Beverages	
<input type="checkbox"/> Vendors	
• Entertaining Procedures	69
<input type="checkbox"/> Recurring Events	
<input type="checkbox"/> Style/ Type of Service	
<input type="checkbox"/> Guests and Guest Lists	
<input type="checkbox"/> Beverages	
<input type="checkbox"/> Linen/ China/ Silver/ Crystal	
<input type="checkbox"/> Personnel Policies	
• Housekeeping Procedures	73
<input type="checkbox"/> Schedules and Timing	
<input type="checkbox"/> Cleaning Products	
<input type="checkbox"/> Sheets and Linens	
<input type="checkbox"/> Collectibles	
<input type="checkbox"/> Specialty	
<input type="checkbox"/> Zones	
<input type="checkbox"/> Task Sheets	

• Maintenance Procedures	93
<input type="checkbox"/> General Repair	
<input type="checkbox"/> Vendors	
<input type="checkbox"/> HVAC	
<input type="checkbox"/> Plumbing	
<input type="checkbox"/> Electrical	
<input type="checkbox"/> Audio/ Visual Systems	
<input type="checkbox"/> New Construction	
<input type="checkbox"/> Garage	
• Transportation Procedures	95
<input type="checkbox"/> Travel Arrangements	
<input type="checkbox"/> Airport Procedures	
<input type="checkbox"/> Packing and Preparation	
<input type="checkbox"/> Estate Vehicles	
<input type="checkbox"/> Jet	
<input type="checkbox"/> Staff	
• Property and Grounds Procedures	99
<input type="checkbox"/> Land and Landscaping	
<input type="checkbox"/> Irrigational Systems	
<input type="checkbox"/> Manmade Water Features	
<input type="checkbox"/> Winterization	
<input type="checkbox"/> Natural Features and Wildlife	
<input type="checkbox"/> Indoor Landscaping	
• Security Procedures	101
<input type="checkbox"/> Security System and Location	
<input type="checkbox"/> Smoke/ Fire/ CO Detectors	
<input type="checkbox"/> Fire Extinguishers and Sprinkler Systems	
<input type="checkbox"/> Perimeter	
<input type="checkbox"/> Staff	
<input type="checkbox"/> Local Authorities	

#### Indexes and Inventories

- Internal Communications
- Approved Vendor List
- Dry Storage
- Food Inventory
- Wine Cellar
- China Inventory
- Silver Inventory
- Crystal Inventory
- Maintenance Log

### **Administrative Procedures**

- ***Daily Activities***
- ***Monthly Activities***
- ***Seasonal Activities***
- ***Yearly Activities***
- ***Accounting and Finance***
- ***Maintenance***
- ***Collectibles and Inventory***

- **Medical Issues**
- **Insurances**
- **Vendors**
- **Personnel Policies**
- **Guests**
- **Family**
- **Pets**

## **Transportation Procedures**

- **Travel Arrangements**
- **Airport Procedures**
- **Packing and Preparation**
- **Estate Vehicles**
- **Jet**
- **Yacht**
- **Staff**

### **1. Travel Arrangements**

- a. For business trips Executive PA at Mr. XXX's Office will handle travel arrangements.
- b. For personal trips for either Mr. or Mrs. XXX, Mrs. XXX's personal assistant will arrange details.
- c. Their respective contact information can be found on the vendor list

### **2. Airport Procedures**

- a. The Chauffeur will drive the XXX to the airport
- b. The plane normally flies from XXX Airport

### **3. Packing and Preparation**

- a. Mrs. XXX oversees and directs the packing and will provide a list of anything extra he or she may wish to take along
- b. Occasionally he will take his EQUIPMENT and asks that it be prepared for his trip

### **4. Estate Vehicles**

- a. There are five (5) vehicles that are part of the estate
  - i. Mrs XXX
  - ii. 20xx Mercedes CL 55 AMG
  - iii. 20xx Chevrolet Suburban
  - iv. 20xx Chevrolet Suburban
  - v. 20xx Porsche Boxter
- b. Ms. has one vehicle that is to be parked in the main garage
  - i. Lexus
- c. Licensing and Registration
  - i. Copies of staff driver's licenses will be kept on file in this section as well as current maintenance records for each vehicle
- d. Insurance
  - i. Car insurance for all drivers is covered by XXX and is handled by FAMILY OFFICE LLC
- e. Maintenance and Detailing Schedules and Records
  - i. A log of all scheduled and unscheduled maintenance is kept in this section.
  - ii. The Estate Manager will update it after each task completion

- iii. All Vehicles will be detailed at a minimum of once a week or as needed
  - 1. Detailing will be done by the groundskeeper
- f. Recreational Vehicles
  - i. Mr. John Doe owns a pair of Jet skis (maintained by his son)

5. **Jet**

- a. The XXXs own a private Gulfstream jet that is maintained and hangered at
- b. Arrangements for use are made by Executive PA
- c. Pilot is

6. **Staff**

- a. The Plane has its own crew

**Housekeeping Procedures**

- ***Schedules and Timing***
- ***Cleaning Products***
- ***Sheets and Linens***
- ***Collectibles***
- ***Specialty***
- ***Zones***
- ***Task Sheets***

1. **Schedules and Timing**

- a. Timing should rarely be an issue as all cleaning can be done when the family is not in residence.
- b. Schedules are predetermined and can be found in the Administrative Section
  - i. There is a daily schedule for each Housekeeper

2. **Cleaning Products**

- a. The following Cleaning products are approved for use in the house.
  - i. Central Vacuum System
  - ii. Goddard's Brass and Metal Cloths
  - iii. Goddard's Silver Polish
  - iv. Swiffer and Swiffer pads (both wet and dry)
  - v. Murphy's Oil
  - vi. Lysol Disinfectant
  - vii. Lysol Toilet Bowl Cleaner
  - viii. Tilex Shower Cleaner
  - ix. Lysol Basin, Tub and Tile Cleaner
  - x. Windex (both blue and clear)
  - xi. Cascade Dish washing soap
  - xii. Jet Dry
  - xiii. Tide
  - xiv. Downy Liquid Fabric Softener
  - xv. Clorox Bleach

- xvi.Charmin Toilet Paper
- xvii.Bounty Paper towels (select a size)
- xviii.Kleenex Tissues (NO OILS OR SCENTS)
- xix.Rubber Gloves
- xx.Sponges
- xxi.SOS pads
- xxii.Toilet bowl brushes
- xxiii.Horse Hair Brooms and Brushes
- xxiv.Unscented Pledge Furniture Polish
- xxv.CLR Remover
- xxvi.Drano Max Gel
- xxvii.Dawn Dish washing soap
- xxviii.Dawn power Resolver
- xxix.Standard Brooms and Mops are also approved

b. Scents

- i. While no member of the family has any allergy toward scent, they do have their preferred scents.
- ii. Scents should be checked regularly by housekeeping staff.
- iii. Preferences:
  - 1. Mr. John Doe – “Fresh cut grass” and “Sea breeze”
  - 2. Mrs. John Doe – “Clothesline laundry” and “lavender”
  - 3. X – “afternoon rain” and “storm watch”
  - 4. XX – “Lavender” and “afternoon rain”
  - 5. XXX – “Butter cream”
- iv. Cleaning products should be unscented whenever possible so as not to mask the desired scent.

**3. Sheets and Linens**

- a. Sheets will be changed twice a week
  - i. Tuesdays and Fridays
- b. Towels will be changed everyday.
- c. Sheets should only be ironed if and when they are wrinkled
- d. The bed will be made everyday and pillows should be aligned on the bed so as to look pleasing and inviting but not cluttered.
  - i. Pillows should be fluffed daily.

**4. Collectibles**

- a. Great care and caution will be taken in the cleaning or handling of any collectible items.
- b. Art and valuable furniture will be supervised by either the EM or Art Curator.
- c. China, crystal, silver, and art will be cleaned and inventoried semi-annually at a minimum or as necessary.

**5. Specialty Cleaning**

- a. ALL BATHROOMS ARE TO BE INSPECTED AND CLEANED DAILY!
- b. When not in use, the spare bedrooms should only require freshening up

## 6. Zones

- a. The house is broken into 16 zones.
  - i. Each Zone is broken down onto separate task sheets.
    1. Zone 1: Library and Bar
    2. Zone 2: Foyer, powder rooms, great room, dining room
    3. Zone 3: Butler's pantry, Large Kitchen, and breakfast area
    4. Zone 4: Walnut Office, Staff office, surrounding hallways and powder room
    5. Zone 5: G's room, T's room, second floor landing, and office
    6. Zone 6: Master Suite, cedar closet and laundry area
    7. Zone 7: Third Floor bedrooms and landing
    8. Zone 8: Gym
    9. Zone 9: Basement and powder room
    10. Zone 10: Garage
    11. Zone 11: K's Apartment
    12. Zone 12: Pool house
    13. Zone 13: Barn (lower level)
    14. Zone 14: Boat house
    15. Zone 15: Spare Apartment (Barn upper level; not to include butler's quarters)
    16. Zone 16: Outdoor areas

## 7. Task Sheets

- a. Task sheets dictate work to be performed and when.
  1. Task sheets follow on the next few pages

### Task Sheet: Zone 1

#### Library, Bar

Area	Time	Description of Work	Product
Library	15 mins	Dust all ledges, surfaces, baseboards	Ostrich feather duster
		Clean any glass	Windex and a lint free cloth
		Vacuum floor	Central vacuum
Bar	15 mins	Dust all ledges, surfaces, baseboards	Ostrich feather duster
		Clean any glass	Windex and a lint free cloth
		Vacuum floor	Central vacuum

<b>TOTAL TIME</b>			<b>30 minutes</b>

**Task Sheet: Zone 2**

*Foyer, Great Room, Stairs, Powder Rooms, Dining Room*

<b>Area</b>	<b>Time</b>	<b>Description of Work</b>	<b>Product</b>
Foyer	15 mins	Sweep/ vacuum entrance mats, hallway floors	Central Vacuum
		Dust all ledges, baseboards and fixtures	Pledge, Ostrich Feather Duster, Cleaning cloth
Hallways/ Staircases	15 mins	Vacuum rugs and floors	Central Vacuum
		Dust all ledges, baseboards and fixtures	Pledge, Ostrich Feather Duster, Cleaning cloth
Powder Rooms	30 mins	Wipe fixtures and polish metal	Damp cloth
		Straighten or replace towels, restock paper products	Linens, Kleenex, toilet paper
		Clean toilet bowl	Toilet bowl Brush, Lysol Toilet Bowl Cleaner
		Buff Mirrors and glass	Windex and dry cleaning cloth

		Sweep and damp mop floor	Broom, swiffer
Great Room	20 mins	Sweep/ vacuum entrance mats, hallway floors,	Central Vacuum
		Dust all ledges, baseboards and fixtures Fluff pillows as needed	Pledge, Ostrich Feather Duster, Cleaning cloth
Dining Room	10 mins	Sweep/ vacuum entrance mats, hallway floors	Central Vacuum
		Dust all ledges, baseboards and fixtures	Pledge, Ostrich Feather Duster, Cleaning cloth
<b>TOTAL TIME</b>			<b>90 minutes</b>