

**HOUSEHOLD MANUAL**

**358 EL BRILLO WAY  
PALM BEACH, FL 33480**

## LIST OF CONTENTS

- Introduction
- Grooming & Guest Relations
- Proper Language
- Answering the telephone
- Pre-arrival information gathering
- Guest pick-up and drop-off
- Escorting guests to their room
- Pre-arrival preparations
  - Master Bedroom
  - Master Bathroom
  - Master Bathroom Toiletries
  - Ms Maxwell's Bathroom
  - Ms Maxwell's Bathroom Toiletries
  - Guestrooms
  - Guest Bathrooms
  - Guest Bathrooms Toiletries
  - All Bathrooms
  - Exterior
  - The Cabana
  - Vehicles and Bicycles
  - Interior
  - Prepare and Purchase Shopping List (See pp. 30-32 for lists)
- Daily duties while Mr Epstein, Ms Maxwell, and guests are in residence
  - Morning preparation
  - Pool Area
  - Cabana
  - Kitchen
  - Downstairs Areas
  - Master Bedroom
  - Master Bathroom
  - Ms Maxwell's Bathroom
  - Guestrooms
  - Early evening
  - Before you leave at night
- Shopping Lists
  - Pre-Arrival
  - On-hand at all times

2/14/2005

1

- Cleaning Schedule
  - Daily
  - Weekly
  - Monthly (Week 1, Week 2, Week 3)
  - Every six months (April, October)
- Maintenance Schedule
  - Check every month
  - Check every three months (March, June, September, December)
  - Check every six months (April, October)
- Bedroom cleaning
- Bathroom cleaning
- Laundry and dry cleaning
- Office Supplies
- Mail and Deliveries
- Resetting the Telephone
- Serving Breakfast
- Standby duties
- Emergency procedures
- Supplement: Contact Telephone Numbers

## INTRODUCTION

This manual is designed to give you the proper guidance and assistance to perform your duties to the best of your ability, while ensuring a consistently high level of service.

Gathering as much information as possible will help you with the day to day running of the home.

By using your communications skills - listening and observing, you will be able to anticipate the needs of Mr Epstein, Ms Maxwell and their guests.

Checklists will assist you in making sure that all tasks have been completed and that not even the smallest details have been overlooked.

## GROOMING & GUEST RELATIONS

Appearance is extremely important if high standards are to be maintained. A favorable first impression goes a long way. Personal cleanliness, good presentation, and a genuine and polite "aim to please" approach are very important.

- Try and anticipate the needs of Mr Epstein, Ms Maxwell and their guests.
- Make guests feel pampered and welcome.
- Always address guest by their name, (eg: Mr Smith or Ms Smith)
- Do not discuss personal problems with guests.
- Be cautious of voice levels and noise while working in rooms, kitchen and hallways.
- Unobtrusive is the key.
- Remember that you see nothing, hear nothing, say nothing, except to answer a question directed at you. Respect their privacy.
- Use your judgment when conveying information to Mr Epstein. If the matter is not urgent, leave a note for him, clearly stating what it is you need to know.
- Wear the appropriate clothing while Mr Epstein, Ms Maxwell and their guests are in residence. Dark blue trousers with white golf shirts to be worn daily, long sleeve white shirts for dinner service.
- Items in pockets must not create a bulge or be visible.
- Do not address Mr Epstein, Ms Maxwell and their guests with your hands in your pockets.
- Do not eat or drink in front of Mr Epstein, Ms Maxwell and their guests. Do not chew gum.
- When you are attending to Mr Epstein, Ms Maxwell and their guests, cellular phones must be placed on "vibrate." At no time should these phones "ring."
- Avoid using strong perfume or aftershave lotion. This could cause an allergic reaction.
- Channel all questions and concerns through the Estate Manager.
- SMILE!

## PROPER LANGUAGE

What you say is as important as what you do. Your language must include good diction and exclude swear words and slang. Pay attention to how you speak to Mr Epstein, Ms Maxwell and their guests.

### You do not say:

"Yeah"

"Sure"

"No problem"

"You bet"

"Gotcha"

"Right"

"I dunno"

### You do say:

"Yes, Mr \_\_\_\_\_"

"Of course, Ms \_\_\_\_\_"

"My pleasure"

"It is no trouble at all"

"With pleasure"

"I would be very pleased to"

"You are quite right"

"I have no idea, but I will find out immediately"

### To a compliment you say:

"You are very kind"

"Thank, you, Ms \_\_\_\_\_. I enjoy doing it."

### To a justified criticism or mistake you say:

"I am very sorry; it will not happen again."

"It was completely my fault; I will make the changes immediately."

### To a guest you say:

"If I can be of any additional assistance, please let me know."

"Is there anything else that you might need?"

"I am very pleased that you enjoyed your stay, Mr \_\_\_\_\_"

"It was lovely to see you again, Mrs \_\_\_\_\_"

**What to say when entering a room:**

"May I come in"

**What to say after entering the room:**

Greet Mr Epstein, Ms Maxwell, and /or their guests, "Good Morning, Mr \_\_\_\_\_."

You do not expound on the weather or any other subject, unless asked. You have no idea how they are feeling.

You provide your service, then ask, "Is there anything else I might do for you," and if not, leave the room.

2/14/2005

6

## ANSWERING THE TELEPHONE

How you answer the telephone will leave a long-lasting impression on all those who call. It immediately tells the caller the service standard. When you answer the phone, the quality of your voice is of utmost importance. The person on the other end of the line cannot see your expression or gestures, so any impression that person receives depends entirely on your voice. Speak clearly and distinctly. Do not slam down the receiver at any time!

- All calls should be answered in three rings or less.
- If the incoming line is one of Mr Epstein's or Ms Maxwell's, answer as follows:

“Good morning / afternoon / evening, Epstein / Maxwell residence.

- If Mr Epstein or Ms Maxwell have advised that they do not wish to receive any calls, you are to reply as follows:

“Mr Epstein / Ms Maxwell is not available. May I take a message?”

Complete a phone message slip with the following information: Name (spelt correctly), date and time of call, telephone number including the area code.

Place the message on the pantry countertop if it is for Mr Epstein, and for Ms Maxwell, on her desk.

- If Mr Epstein and Ms Maxwell choose to receive a call, you are to reply as follows:

“May I ask who is calling? Just a moment please.”

Ring the extension where they are located and advise them who is calling.

- There is a “Do Not Disturb” setting on the telephone system. This option is to be set as directed in the pre-arrival check off list.
- Telephone directories are to be updated every six months, or as the new telephone directories are available.
- A copy of Mr Epstein and Ms Maxwell's telephone directories must be placed to the right of each telephone (except for the Guestrooms).
- Always check that there are notepads and pens. These must be placed to the right of each telephone.
- A pair of reading glasses must be placed in front of each telephone (except for the Guestrooms).
- An extension card must be placed under the front of each telephone.

- Unless otherwise instructed, **NEVER** disclose Mr Epstein or Ms Maxwell's activities or whereabouts to anyone. If the caller is insistent, you simply ask to take a message, a time and a number, where the caller can be reached. Do not be bullied and do not show any reaction or impatience, simply be firm.
- Advise Ms Maxwell of any strange telephone calls or enquiries.
- Advise Ms Maxwell of any unusual behavior, such as strangers lurking around the vicinity of the property.
- Entrance gates to the property must remain closed when Mr Epstein is not in residence.
- **The security of the house and of Mr Epstein, Ms Maxwell and their guests, is your first consideration and should be uppermost in your consciousness.**

2/14/2005

8

## PRE-ARRIVAL INFORMATION GATHERING

This is all the information necessary to meet the needs of Mr Epstein, Ms Maxwell and their guests. If possible, this should be done 24 hours prior to arrival.

- Obtain a list of all guests who will be joining Mr Epstein and Ms Maxwell.
- Confirm travel itinerary.
- Ask about any special requests or dietary requirements.
- Ask about any gifts that Mr Epstein may want placed in the guestrooms.

## GUEST PICK-UP AND DROP-OFF

All guests should have a staff member waiting for them at the appropriate terminal gate.

- Double check arrival information.
- Always have a written copy of the guest's travel itinerary (flight arrival times, etc) on hand.
- Check the number of people in the party to insure that the vehicle can accommodate all arriving guests.
- If you are unfamiliar with the guest, prepare a sign clearly stating the guest's name.
- Welcome guest by name.
- Advise guest of your name.
- Offer to carry any luggage that guest may have with them.
- Escort guest to luggage pickup area if necessary, gather luggage and escort guest to vehicle.
- Advise guest on travel time. Provide demographics on the area.
- Keep conversation to a minimum.
- When you are driving Mr Epstein or Ms Maxwell, keep your hands on the wheel. Your cellular phones should be placed on "vibrate." At no time should you answer private calls.

## ESCORTING GUESTS TO THEIR ROOM

- Upon arrival, gather guest's belongings and escort to pre-assigned room.
- Inquire from guest where they would like their luggage and place it appropriately.
- Offer to unpack luggage.
- Show guest how to use the telephone.
- Show guest how to use the remote control for the television.
- Ask guest to complete "Emergency contact information" form and return to you.
- Ask guest if they have any food allergies.
- Ask guest what they would like to be served for breakfast and at what time.
- Tell guest to enjoy their stay and let them know how you can be reached.

PRE-ARRIVAL PREPARATIONS

CHECK OFF LIST

MASTER BEDROOM

- A/C is set at 60 degrees.
- All light fixtures are working.
- Shutters must be closed.
- Remote controls for the television are working.
- Telephones are on "Do not disturb."
- JE* and *GM* telephone directories placed to right of telephone.
- Telephone extension card placed under front of telephone.
- Alarm clock must be set to the correct time and date.
- Two lighted pens on both bedside tables.
- Regular pens on both bedside tables.
- Jeffrey Epstein* large and small notepads on both bedside tables.
- Reading glasses on both bedside tables.
- Eye masks on both bedside tables.
- Box of tissues on each bedside table (Replace if less than 1/3).
- Flashlight with new batteries.
- Bottled water and drinking glasses on both bedside tables.
- Gun placed in beside table drawer.

DATE: \_\_\_\_\_  
2/14/2005

SIGNATURE: \_\_\_\_\_

10

## MASTER BATHROOM

- Check that water is hot and runs clear.
- Fresh bar of soap placed to the right of the washbasin.
- Two fresh facecloths on the washbasin and two in the shower.
- Electric toothbrush (Replace head every 4 weeks).
- New toothbrush placed in a clean drinking glass to the left of the washbasin.
- Toothpaste is more than ½ full.
- Mouthwash.
- Razor and shaving cream (more than ½ full).
- Electric razor plugged in and charged.
- Tissues (replace if less than ½).
- Q-Tips.
- Round cotton pads.
- Clean all fixtures, shower and steam room.
- New pair of exfoliating gloves in the shower.
- Tidy and replace any toiletries which are running low.
- Three large blue towels and one hand towel to be ready for massage in towel room.
- Shutters must be open.

DATE: \_\_\_\_\_

2/14/2005

SIGNATURE: \_\_\_\_\_

11

## MASTER BATHROOM TOILETRIES

### CHECK OFF LIST

- Gillette MACH 3 Razor with extra blades (change blade after every use)
- Shaving Cream (*Kiehl's Close Shavers Squadron*)
- Secret Original Solid Deodorant
- Lever 2000 soap
- Noxzema Plus Face Wash
- Facial moisturizers (*Kiehl's Ultra Facial Moisturizer, Babor*)
- Aquaphor Hand Cream
- California Mango Lotion
- Bubble bath and shower gels (variety)
- Shampoo / Conditioner (*White Rain Coconut Essence, Biolage, Nexxus Simply Silver*)
- Hair finishing cream (*Paul Mitchell Stickworks*)
- Peter Thomas Roth Sunscreen (face and body)
- Kiehl's Lip Balm with SPF
- Q-Tips
- Round cotton pads
- Toothpaste (*Arm & Hammer Dental Care and Mentadent*)
- Toothbrush (Oral B / Hard)
- Electric Toothbrush (*Braun Ultra Plaque Remover*)
- Scope mouthwash
- Dental Floss (*Johnson & Johnson Reach / Mint waxed*)
- Baby Powder (*Johnson & Johnson*)
- Mason Pearson Hairbrush
- Hair Comb
- Tweezers
- Fingernail clippers and file

DATE: \_\_\_\_\_

2/14/2005

SIGNATURE: \_\_\_\_\_

12

## MS MAXWELL'S BATHROOM

- Two big white towels placed next to the bath.
- Soap, shampoo and bubble bath by the side of the tub.
- Check that water is hot and running clear.
- Water must be directed to the faucet and not the sprayer on the tub.
- Two fresh washcloths on the washbasin and two next to the bathtub.
- Fresh bar of soap placed to the right of the washbasin.
- Electric toothbrush (Replace head every 4 weeks).
- New toothbrush placed in a clean drinking glass to the left of the washbasin.
- Toothpaste is more than ½ full.
- Mouthwash.
- Q-Tips.
- Round cotton pads.
- Tidy and replace any toiletries which are running low.
- Tissues (replace if less than ½).
- Unlock the closets.
- Photographs to be placed.

**DATE:** \_\_\_\_\_  
2/14/2005

**SIGNATURE:** \_\_\_\_\_

13

## MS MAXWELL'S BATHROOM TOILETRIES

### CHECK OFF LIST

- Facial Moisturizer (*La Mer*)
- Babor* Foam Mask
- Kiehl's* Cucumber Toner
- Kiehl's* Washable Cleansing Milk
- La Mer* Eye Balm
- Evian* Face Mist
- Clarins Crème Masvelt* Body Shaping Crème
- Babor* Natural Body Peeling
- Lancôme Exfoliance* Gel
- Body Lotion (*Frédéric Fekkai, Clinique Deep Comfort Body Moisture*)
- Aquaphor* Hand Cream
- Secret Original Solid* Deodorant
- Round cotton pads
- Q-Tips
- Toothbrush (Oral B / Hard)
- Electric Toothbrush (*Braun Ultra Plaque Remover*)
- Toothpaste (*Arm & Hammer Dental Care* and *Mentadent*)
- Dental Floss (*Johnson & Johnson Reach / Mint waxed*)
- Scope* mouthwash
- Sunscreen (*Lancôme Soleil SPF 30 Face Creme*)
- Kiehl's* Lip Balm with SPF

2/14/2005

14

- Lever 2000* soap
- Bubble Bath, Bath Gel, Bath Salts (variety)
- Razor and shaving gel
- Shampoo / Conditioner (*Frédéric Fekkai Technical & Apple Cider*)
- Aquis Hair Towel
- Mason Pearson* Hair Brush
- Babor* Hand & Nail Repair
- Nail polish remover (*Cutex*)
- Fingernail clippers and file
- Tweezers
- OB* tampons (light & heavy)

**DATE:** \_\_\_\_\_

2/14/2005

**SIGNATURE:** \_\_\_\_\_

15

## GUESTROOMS

Hint: All guestrooms must appear as though the arriving guest is the first to ever stay in the room.

- Bed linen must be fresh.
- All light fixtures are working.
- Remote controls for the television are working.
- Instructions on "How to work the television" placed next to the television.
- Alarm clock must be set to the correct time and date.
- Telephones are on "Do not disturb."
- Telephone extension card placed under front of telephone.
- Pens and *Jeffrey Epstein* large and small notepads on bedside table.
- Eye masks on both bedside tables.
- Small bouquet of fresh flowers.
- Gifts if indicated by Mr Epstein.
- Bottled water and drinking glasses on bedside table.
- Selection of fresh fruit.
- Side plate, fruit knife, napkin.
- Flashlight with new batteries.
- Closets must be cleared. Check that there are sufficient wooden hangers that are hung evenly.

DATE: \_\_\_\_\_

2/14/2005

SIGNATURE: \_\_\_\_\_

16

## GUEST BATHROOMS

- Towels and bathrobes are fresh.
- Fresh bar of soap and shampoo in bathtub and shower stall.
- Two fresh washcloths on the washbasin and two next to the bathtub.
- Fresh bar of soap placed to the right of the washbasin.
- New toothbrush and toothpaste on the counter to the left of the washbasin.
- Clean drinking glass.
- Tissues (replace if less than 1/3).
- Check guest supplies and replace what is needed.
- Hairdryer is working.
- Replace toilet paper with new roll. Fold end into a "V."

DATE: \_\_\_\_\_  
2/14/2005

SIGNATURE: \_\_\_\_\_  
17

## GUEST BATHROOMS TOILETRIES

### CHECK OFF LIST

- Toothbrush (Oral B / Hard)
- Toothpaste (*Arm & Hammer Dental Care, Mentadent*)
- Dental Floss (*Johnson & Johnson Reach / Mint waxed*)
- Scope* mouthwash
- Shaving Cream (*Kiehl's, Gillette*)
- Schick Triblade* Disposable Razors (Men & Ladies)
- Aquaphor* Hand Cream
- Facial cleansers and moisturizers (variety)
- Round cotton pads
- Body Lotion (*The Body Shop Body Butter, California Mango*)
- Secret Original Solid* Deodorant
- Sunscreen (*Clinique Body & Face SPF 15 & 30*)
- Lip Balm (*Kiehl's with SPF*)
- Hawaiian Tropic* After Sun
- Tweezers
- Fingernail kit
- Hairbrush
- Comb
- Shampoo / Conditioner (*Biolage, The Body Shop Coconut, Frédéric Fekkai*)
- Lever 2000* soap
- Q Tips
- Bath / Shower Gel
- Tampax* and *OB* tampons (regular), *Always* pads (with wings)

DATE: \_\_\_\_\_  
2/14/2005

SIGNATURE: \_\_\_\_\_

18

## ALL BATHROOMS

### CHECK LIST

All bathrooms must contain the following extra items

- Toilet paper (white two-ply)
- Bath towel
- Hand towel
- Washcloth
- Hand soap
- Bath soap (*Lever 2000*)
- Kleenex tissue
- Tylenol
- Tums
- Sudafed
- Halls cough sweets
- Box of matches
- Toilet brush
- Toilet plunger

**DATE:** \_\_\_\_\_

2/14/2005

**SIGNATURE:** \_\_\_\_\_

19

## EXTERIOR

- Pressure wash pool deck, sidewalks, terrace and patios.
- Pressure wash outdoor furniture.
- Place cushions on pool and terrace furniture.
- Have the pool cleaned.
- Check that pool water temperature is between 82 – 88°F
- Float in the pool is properly inflated.
- Pool “toys” are clean and in working order.
- Pool lights working.
- Towels are in the wooden basket.
- Telephone is connected and in working order.
- Landscape lights working.
- Wash windows.
- Check fence for holes where Max can get out.
- Awnings are clean and working.

DATE: \_\_\_\_\_  
2/14/2005

SIGNATURE: \_\_\_\_\_  
20

## THE CABANA

- Check that computer will access the Internet and Bloomberg.
- Place paper in the copier.
- Plenty of pens and paper.
- Two pairs of reading glasses on the desk.
- Telephone directory placed to the right of the telephone.
- Tissues (replace if less than 1/3).
- Tidy the desk, but do not throw any papers away.
- Stereo in working condition.
- Two bathrobes and towels in the bathroom.
- Fresh bar of soap placed to the right of the washbasin.
- New toothbrush and toothpaste placed to the left of the washbasin.
- Clean drinking glass.
- Replace toilet paper with new roll. Fold end into a "V."
- Suntan oil and insect repellent.

DATE: \_\_\_\_\_

2/14/2005

SIGNATURE: \_\_\_\_\_

21

## VEHICLES AND BICYCLES

- Drive all vehicles to make sure that they are in good running condition. No flat batteries.
- Check that cars are full of petrol (never below  $\frac{3}{4}$ ).
- Place \$100 in the glove compartment or center console of each car.
- Two bottles of water.
- JE* and *GM* telephone directories.
- Reading glasses.
- Jeffrey Epstein* large and small notepads with pens.
- Box of tissues.
- Two pairs of sunglasses.
- Check that bicycles are clean and tire pressure is correct.

DATE: \_\_\_\_\_

2/14/2005

SIGNATURE: \_\_\_\_\_

22

## INTERIOR

### Living Room

- Plump the cushions.
- Check that stereo system and headphones are working.
- Clean and tidy all table top surfaces.
- Tidy up the magazines. Throw out fashion magazines over two months old.
- Place books that are lying around back on bookshelves.

### Ms Maxwell's Desk

- Check that the DSL computer line is working.
- Place paper in the copier.
- Plenty of pens and notepads.
- JE* & *GM* telephone directories placed to the right of the telephone.
- Tissues (replace if less than  $\frac{1}{3}$ ).

### Kitchen

- Polish marble counter tops in kitchen.
- Empty dishwasher.
- Check all expiration dates on food in refrigerator and pantry.
- Dish pantry must be organized.
- Napkins cleaned and pressed for trays.

### General

- Buy *The NY Times*, *The Wall Street Journal*, *Palm Beach Post* and place in the pantry. Buy the *Daily Mail* and place on Ms Maxwell's desk.
- Current TV Guide next to television.
- "How to work the TV" instructions next to television.
- Check that all light bulbs are working. Dust and straighten lampshades.
- Check that the water is hot and running clear.
- Check that all air conditioners are in working order.
- Check that all telephones are working.
- Flashlights on each desk and in the kitchen. Check batteries.
- Reading glasses, pens and notepads at every telephone.
- All clocks are set at the correct time and date. (See p. 55 for instructions.)
- All electrical appliances and stereo systems are working.
- Place box of matches next to all candles.
- Dust and straighten paintings.
- Straighten the fringe on all rugs. Check for stains.
- Check that all smoke detectors are working. Check fire extinguishers.
- Clean all air vents.
- Make sure that all drapes are hanging neatly with hooks in place.

### Stationary

- Three sizes of *Jeffrey Epstein* notepads.
- Two sizes of *Ghislaine Maxwell* and *Lady Ghislaine* notepads.
- Letterhead stationary and envelopes. One pack from each of Mr Epstein's residences and business. Mr Epstein's personal stationary (writing paper, notepads, envelopes, compliment slips).
- Jeffrey Epstein* and *Ghislaine Maxwell* cards and envelopes.

DATE: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

2/14/2005

24

## DAILY DUTIES (IN RESIDENCE)

### CHECK OFF LIST

#### Morning preparation

- Buy newspapers.
- Check that the petrol in all vehicles is more than  $\frac{3}{4}$  full.
- \$100 in glove compartment or center console of each vehicle.
- Replace empty water bottles.
- Check that there are pens, notepads, telephone directories and tissues.
- Any CD's lying around should be placed back in the correct covers.

#### Pool Area

- Check that pool temperature is between 82 - 88°F
- Wipe down all outside tables and chairs.
- Place reading glasses, pens, notepads and a telephone on the pool table outside.
- JE* and *GM* telephone directories placed to the right of the telephone.
- Replenish and place towel basket next to pool.
- Check that pool "toys" are clean.

#### Cabana

- All exercise equipment is put away.
- Stereo is switched off.
- Empty dustbin.
- Pens, notepads and reading glasses on desk.
- Check that there is enough paper in the printer.
- Tidy desk and place books neatly to one side. Do not throw away any papers.
- Replace soiled hand towels and bathrobes.
- Check soap, toothbrush, toothpaste and clean drinking glass.
- Clean the toilet and check toilet paper.
- Replace tissues if less than  $\frac{1}{3}$ .

2/14/2005

25

### **Kitchen**

- Make the coffee.
- Wipe down the counter tops and cupboard doors.
- Take out the trash.
- Check that Max has food and water.

### **Downstairs Areas**

- Plump the cushions.
- Remove any trash and dirty glasses.
- Tidy magazines and replace any books on bookshelves.
- Any CD's lying around should be placed back in the correct covers.
- Check that there are pens, notepads and reading glasses next to each telephone.
- Check that the telephone extension card is placed under the front of the telephone.
- Replace hand towel in powder room. Clean sink and toilet. Replenish toilet paper.
- Check that the printers have enough paper.

### **Once Mr Epstein, Ms Maxwell and guests come downstairs**

- Make breakfast.

### **Master Bedroom**

- Make up the bed with fresh bed linen.
- Check the phones are on "Do not disturb."
- Tidy bedside tables and remove any trash and dirty glasses.

### **Master Bathroom**

- Replace used towels.
- Two clean hand towels by the sink.
- Two facecloths by the sink and in the shower.
- Three large blue towels and one hand towel on the chair for massage.
- Clean all fixtures including shower and steam room.
- Replace tissues if less than 1/3.
- Check that there is enough toothpaste.
- Clean the drinking glass.
- Tidy all toiletries and replace any that are running low.
- Remove clothes from the hamper and launder.
- All other clothes and shoes should be put back in the closet.

### **Ms Maxwell's Bathroom**

- Replace used towels.
- Clean bathtub and all fixtures.
- Replace tissues if less than 1/3.
- Check that there is enough toothpaste.
- Clean the drinking glass.
- Tidy all toiletries and replace any that are running low.
- Remove clothes from the hamper and launder.
- All other clothes and shoes should be put back in the closet.

### **Guestrooms**

- Make the beds (change linen every other day).
- Remove any trash and dirty glasses.
- Straighten any out of place clothing, private belongings, newspapers and magazines.
- Remove dirty clothing and laundry.
- Replace used towels.
- Clean bathtub and all fixtures.
- Replace tissues if less than 1/3.
- Clean the drinking glass.
- Tidy vanity and toiletries.

### **Early evening**

- Check if there are any incoming faxes. Replenish fax paper.
- Walk through the house and tidy.
- Turn on all lights inside and out.
- Turn down bed in Master Bedroom.
- Check the phones are on "Do not disturb."
- Tidy Master Bedroom and replace any soiled towels and bathrobes.
- Turn down beds in Guestrooms.
- Tidy Guestrooms and replace any soiled towels and bathrobes.
- Place bottles of water and drinking glasses by each bedside.

### **Before you leave at night**

- Make sure that Max is inside.
- Check that all doors to the outside are shut and locked.
- Check that the garage doors are closed.

**DATE:** \_\_\_\_\_

2/14/2005

**SIGNATURE:** \_\_\_\_\_

28

## PRE-ARRIVAL SHOPPING LIST

### Dairy Products

- ½ gallon regular milk
- 1 quart skim milk
- 1 quart half and half
- 4 Lurpak European butter
- 1 large container Dannon regular plain yogurt
- 1 Philadelphia cream cheese
- 1 tub plain cottage cheese
- ½ pint heavy cream
- 1 dozen eggs
- ½ pound **Boar's Head Swiss cheese**
- Häagen Dazs ice cream - coffee, chocolate, vanilla, strawberry

### Fresh produce

- 2 green vegetables of choice (such as French green beans, broccoli)
- Cleaned baby spinach and medium greens
- 8 ripe tomatoes**
- Grape tomatoes
- 3 avocados
- European cucumber
- 1 Iceberg lettuce (not in a packet)
- 1 regular lettuce (not in a packet)
- 6 endive
- Fresh baby carrots
- Fresh Rosemary
- Fresh Thyme
- Dill
- Fresh Mint
- Italian parsley
- Olives**
- Scallions
- Garlic
- 2 Sweet onions
- 2 Red onions
- 2 Sweet potatoes
- 6 Baking potatoes
- Ginger
- 1 bag juice oranges
- 6 eating oranges
- Small bunch red and green grapes
- 2 Mango
- 6 ripe bananas
- Berries (strawberries, raspberries, blueberries – whatever is in season)**
- 4 Fuji apples
- ½ Watermelon
- 4 Lemons
- Figs

3/3/2005

29

**Fresh meat, poultry & fish**

- ½ pound Boar's Head black forest ham
- ½ pound cracked pepper turkey breast
- Ms Maxwell or [REDACTED] will advise any additional meat, poultry or fish to purchase.

**Beverages**

- Apple Juice
- Cranberry juice
- 4 Diet Coke (place in refrigerator)
- 4 Coke (place in refrigerator)
- Gatorade
- Large bottle Perrier water (place in refrigerator)
- Vitamin water (place in refrigerator)
- Tonic Water

**Breads, Cereals and baked goods**

- Cheerios
- Kix
- 6 assorted bagels
- 1 pack Tortilla wraps
- 1 pack Pita bread

**Treats**

- Chocolate
- Cheetos

**Other**

- "Skippy" Chunky Peanut Butter

**Carmine Giardini's Market**

- Homemade mozzarella
- 1 inch wedge parmesan cheese
- Smoked salmon
- 6 Laughing Cow mini cheese
- 6 Baby Bell Cheeses
- Bric cheese
- ½ pound Cheddar cheese
- 1 fresh salmon

DATE: \_\_\_\_\_

3/3/2005

SIGNATURE: \_\_\_\_\_

30

## SHOPPING LIST

The following items should be in stock at all times

**\*\* Regardless of quantity used, all open packets must be replaced after each visit \*\***

### Beverages

- Fiji water (large and small)
- Maxwell House coffee
- Starbucks ground Colombian coffee
- Diet Coke
- Coke
- Sprite
- Diet Sprite
- Pepsi
- Diet Pepsi
- Tonic Water
- Club Soda
- Perrier Water
- Vitamin Water
- Cranberry juice
- English breakfast tea (packets and tea leaves)
- Earl Grey tea (packets and tea leaves)
- Mint tea
- Chamomile tea
- White wine - Chablis Premier Cru (6 bottles)
- Red wine - Brouilly (6 bottles)
- Veuve-Clicquot champagne (4 bottles)
- Absolut Vodka
- Tanqueray Gin
- Whiskey
- Heineken Beer (6 pack)
- Corona Beer (6 pack)

### Spices and condiments

- Hellmann's mayonnaise
- Dijon mustard
- 6 Low sodium chicken stock
- Colivita extra virgin olive oil
- Sea salt
- Sugar (White, Brown)
- Sweet & Low
- Equal

### Canned goods

- Pomi tomatoes chopped and strained
- Tomato paste

2/14/2005

31

### Miscellaneous

- Assortment of Barilla Pasta
- Rice
- Assorted LU cookies
- Oreos
- Eukanuba dog food

### Household products

- Paper towels
- Toilet paper (white two-ply)
- Kleenex tissues
- Tide with Bleach
- Downy fabric softener
- Bounce dryer sheets
- Palmolive Dish soap
- Murphy's oil soap
- Soft scrub
- Windex
- Clorox Bleach
- Fantastik All purpose cleaner
- Cascade Dishwasher detergent
- Glad zipper storage bags (Large)
- Glad zipper storage bags (Small)
- Garbage bags
- Sponges
- Latex Gloves
- Off! Insect repellent
- Air freshener
- Formula 409 bathroom cleaner
- Lysol toilet bowl cleaner
- Brasso
- Liquid drain opener
- Oven /Grill cleaner
- Silverware cleaning product
- Light bulbs
- Batteries
- Lenscrafters Pre-Moistened Disposable Towelettes

2/14/2005

32

**Pharmaceuticals**

- 2 bottles Bayer aspirin
- Tylenol
- 2 Aleve
- 2 Robitussin cough medicine
- Nyquil
- Robitussin cough sweets
- Halls cough sweets
- Bandages
- Antiseptic for cuts

- Neosporin
- Echinacea
- Zinc lozengers
- Vitamin C
- Vitamin B
- Vitamin E
- Folic Acid
- Multi vitamin twin tab 1 a day
- Calcium twin tab

**DATE:** \_\_\_\_\_  
2/14/2005

**SIGNATURE:** \_\_\_\_\_

## CLEANING SCHEDULE

The most important aspect of household cleaning and maintenance is routine. Certain tasks have to be completed every day to keep things at a high standard. A home that is properly cleaned stays "in place" much longer than those that have been only surface cleaned. Always remember to clean from the top down and from the inside out. Always vacuum last. When leaving a room, turn to check it after you complete it.

**DAILY**

- Dishes, dishwasher** – wash dishes, use dishwasher if needed. Remember: crystal, fine china, silver, cutlery knives, hand-painted bowls or serving platters and pots and pans do not normally go in the dishwasher.
- Kitchen** – Clean counter tops, clean sinks, move items on the counter top and clean under them. Clean smudges and finger prints from cabinets, doors and light switches, clean microwave oven, clean and shine inside and out. Clean refrigerators.
- Kitchen appliances** – Shine toaster, coffee maker. Note: appliances not left out should be cleaned before putting away.
- Sink** – Remove any deposits, clean and shine.
- Garbage** – Empty trash, replace bag, wipe off.
- Floors** – Remove chairs and small items, sweep well. Mop with warm water.
- Glass** – Clean glass doors and tables as needed.
- Furniture** – Clean, dust, shine tables, chairs, plump cushions.
- Bedrooms** – Make beds as needed, neaten personal belongings, clean all the mirrors, look for streaks.
- Bathrooms** – Shine faucets, toilet paper holder, make-up mirrors, towel rack, toothbrush holder. Clean and re fill vanity items, check for tissue and toilet paper, wipe bath, sink, mirror, shower walls, place fresh towels.
- Clocks** – Check time and date.
- Phones** – Clean with disinfectant.
- Vacuum** – Heavy traffic areas as needed. Comb tassels on carpets.

**DATE:** \_\_\_\_\_

2/14/2005

**SIGNATURE:** \_\_\_\_\_

35

## WEEKLY

- Baseboards** – Dust with a soft cloth.
- Wood furniture** – Dust and polish tables, chairs, shelves, frames, cabinets.
- Sofas and chairs** – Vacuum all cushions, fluff pillows, spot-clean as needed.
- Lamps** – Dust lampshades. Check light bulbs. Straighten shades.
- Computers and desks** – Clean and wipe screen, dust, replace objects exactly where you found them.
- Dust and polish** – All glass tables, mirrors, pictures, porcelain and art objects.
- Walls** – Remove fingerprints from walls, switches, doors.
- Cabinets and drawers** – Clean thoroughly inside and out. Straighten or repack.
- Shelving** – Clean thoroughly. Rotate areas requiring fresh shelf paper.
- Massage Tables** – Wipe and sanitize.
- Carpets** – Vacuum. Be sure you get the stairs, get behind doors, under furniture, spot-clean as needed.
- Bathrooms** - Shine faucets, mirrors, towel racks. Wipe and clean bath and shower tiles, doors and walls. Remove mold with mildew remover. Remove soap build up.
- Toilet** – Clean bowl, seat, lid, base, tank top. Check toilet paper.
- Marble** – Polish marble in bathrooms.
- Refrigerator** – Clean thoroughly. Throw out spoiled food. To eliminate odors, place a bowl of cotton balls soaked in plain vanilla extract in the fresh food section.
- Windows** – Clean all windows inside and out, clean window led ges.
- Blinds** - Dust quickly over each blind. If necessary, clean with ammonia and water.

- Front Entrance** – Sweep and mop, clean door mats.
- Outdoor furniture** – Pressure wash.
- Pool** – Clean. Check that water temperature is between 82 - 88°F.
- Exercise equipment** – Wipe all equipment, sides and fronts, vacuum behind, check.
- Garage** – Vacuum / sweep out as needed.
- Cars** – Wash and wax exterior, clean and vacuum inside.

**DATE:** \_\_\_\_\_

**SIGNATURE:** \_\_\_\_\_

2/14/2005

37

## MONTHLY

Divide your list of monthly duties into weekly cleaning schedules. This will make it easier for you to deep-clean each area properly. This does not mean that you do not need to perform your daily and weekly duties.

### WEEK 1

- Clean windows – wash the insides, clean sills.
- Clean blinds.
- Clean light fixtures.
- Clean ceilings, walls, doors, baseboards and air vents.
- Clean ceiling fans.
- Clean /vacuum air conditioners and humidifiers.
- Air all rooms. Open the windows and doors to allow fresh air into the room.

### WEEK 2

- Clean and organize closets in bathrooms and bedrooms.
- Clean drawers and shelves in bathrooms and bedrooms.
- Turn mattresses.
- Re-fold linen closets and order as needed.
- Re-stock utility closets.
- Wipe books.
- Discard old magazines.
- Polish wood furniture.
- Clean bed frames, vacuum under beds and bedroom furniture.
- Wash bath mats.
- Clean steam room walls and floor thoroughly to prevent scum and mildew from forming and avoid bad odors.

### WEEK 3

- Clean and organize crockery and glassware in butler's pantry.
- Clean kitchen floors thoroughly.
- Clean refrigerator and freezer.
- Clean pots and pans.
- Clean kitchen cabinets inside and out.
- Clean and organize kitchen drawers.
- Clean and check pantry supplies.
- Clean silverware.

\*\* Chipped and broken items must be removed and reported to the Estate Manager.

DATE: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

2/14/2005

38

**EVERY SIX MONTHS**

**APRIL**

(Check list to be completed and signed by 28<sup>th</sup> April)

- Rotate seasonal clothing. Dry clean items if necessary.
- Wash mattress covers and launder any blankets.
- Take all books down from shelves and clean.
- Clean upholstery and throw cushions.
- Dry clean drapes.
- Check for pests throughout property.
- Inventory all crockery, glassware, linens, etc.
- Steam clean all carpets.
- Car maintenance if necessary.
- Drain and clean pool.

**DATE:** \_\_\_\_\_

2/14/2005

**SIGNATURE:** \_\_\_\_\_

39

## OCTOBER

(Check list to be completed and signed by 28<sup>th</sup> October)

- Rotate seasonal clothing. Dry clean sweaters and other items if necessary.
- Wash mattress covers and launder any blankets.
- Take all books down from shelves and clean.
- Clean upholstery and throw cushions.
- Dry clean drapes.
- Check for pests throughout property.
- Inventory all crockery, glassware, linens, etc.
- Steam clean all carpets.
- Car maintenance if necessary.
- Drain and clean pool.

**DATE:** \_\_\_\_\_  
2/14/2005

**SIGNATURE:** \_\_\_\_\_  
40

## MAINTENANCE SCHEDULE

Preventive maintenance is the best way to keep your home and grounds in good condition. Maintenance that is carried out on a regular basis, will ward off major repairs.

**CHECK EVERY MONTH**

(Check list to be completed and signed by the 28<sup>th</sup> of each month)

- Fire Extinguisher** – Check to make sure that it is fully charged.
- Security alarm** – Test system.
- Sink stoppers** – Clean out debris, soak stoppers in vinegar and water to clean.
- Garbage disposal** – Flush with hot water and baking soda, put ice cubes through to sharpen.
- Hot water heating system** – Test relief valve and replace if necessary; check pressure gauge and drain expansion tank if necessary.
- Steam heating system** – Check safety valve and steam-pressure gauge and have replaced if necessary; check water-level gauge and add water if needed; drain water until clear to eliminate sediment.
- Air conditioners / heaters** – Clean or replace filter; clean condenser, evaporator coils and condensation drain.

**DATE:** \_\_\_\_\_

2/14/2005

**SIGNATURE:** \_\_\_\_\_

42

## BEDROOM CLEANING

- If weather permits, open windows to air the room.
- Strip the bed.
- Place pillows, duvet, bedspreads and blankets on a chair. Never on the floor.
- Empty trash containers and pick up any other trash. Check under the bed.
- Make the bed with fresh linen.
- Make sure that the closets are empty. Check that the hangers are not broken and are hung evenly.
- Dust all furniture and picture frames.
- Dust and straighten lamp shades. Seams must face the wall. Replace the light bulb if necessary.
- Spot clean all mirrors and glass.
- Wipe all walls, doors, and light switches.
- Telephone must be free of dust. No sticky spots. Cord must hang properly.
- Make sure that the television, remote control and radio are in working order and free of dust.
- Alarm clock must be set to the correct time and date.
- Close the windows.
- Make sure that the drapes hang evenly and all hooks are in place.
- Vacuum the carpet.

## BATHROOM CLEANING

- Empty trash containers and pick up any other trash.
- Replace soiled towels. All towels to be even in width and hung evenly lengthwise. No seams exposed.
- Replace soiled bathrobes. Robes must be washed after each visit.
- Check guest supplies and replace what is needed.
- Replace toilet paper with new roll. Fold end into a "V"
- Replace soap with new bar.
- Clean mirrors using glass cleaner. Start at the top and work down to the bottom.
- Clean vanity and sink using all-purpose cleaner.
- Clean toilet using toilet bowl cleaner. Squirt under rim of bowl and let stand a few minutes. Clean the rim, seat, hinges, base, all porcelain and hardware. Flush.
- Clean the shower stall and walls. Place the dirty bathmat in the tub or shower stall and stand on the mat while cleaning. Use all-purpose cleaner and wipe down the walls and glass door. Clean marble with damp cloth. Clean the shower head and soap dishes. Rinse shower stall with hot water after removing the bathmat. Dry shower walls, floor and door. Wipe down shower curtain. Place bottom of curtain outside of tub. Arrange curtain in pleats.
- Clean the bathtub. Kneel on dirty bathmat. Using tissue, remove all hair and foreign material from tub and drain. Using all-purpose cleaner, scrub thoroughly, paying attention to sides of the tub. Rinse with hot water. Dry the entire surface. Polish fixtures with a dry, clean cloth.

### NOTE:

All surfaces must be clean of hair, smudges, debris, fingerprints, soap build-up and scum.

No dripping faucets.

No clogged drains.

If guests are in residence, clean under toiletries left on the vanity and put back in a neat, orderly manner.

## LAUNDRY AND DRY CLEANING

- The first rule in laundry is read the label. Determine if you can wash an item, or if you must take it to be dry-cleaned.
- Sort clothes – white in one pile, colored in another, delicate in yet another.
- Check pockets!
- Wash towels separately.
- Wash all new towels and linen before use.
- Rotate your towels and sheets so as not to wear them out.
- Worn towels should be transferred to staff quarters for staff use.
- Bed linens are taken to Snow White Laundry.
- Clothes that require dry cleaning are taken to Spartan Cleaners. If the garment is stained, be sure to show the cleaner where it is soiled, mentioning what you think the stain is. When you collect the clothes, check that the garment is properly cleaned and the stains have been removed.
- Detergents – Tide with Bleach; Downy fabric softener; Bounce dryer sheets.
- Organize the linen closet. All sheets, pillow cases and towels identically folded. The folded end should face outward. Separate stacks according to which bedroom they belong in.

**CHECK EVERY THREE MONTHS**

**MARCH**

(Check list to be completed and signed by 28<sup>th</sup> March)

- Faucets** - Check for leaking faucets. Replace washers if necessary.
- Bathtub drain assembly** - Clean out debris; inspect rubber seal; replace if necessary.
- Shower drain assembly** - Clean out debris and scrub strainer.
- Range hood fan** - Clean grease filter.
- Dishwasher** - Run the unit with a quart of white vinegar added to the tank. This removes any deposits left behind in the tub and helps keep the drain clear.
- Hinges and locks** - Lubricate as needed.
- Awnings** - Lower and clean. Check motor.

**DATE:** \_\_\_\_\_

2/14/2005

**SIGNATURE:** \_\_\_\_\_

43

**CHECK EVERY SIX MONTHS**

**APRIL**

(Check list to be completed and signed by 28<sup>th</sup> April)

- Toilets** – Check for leaks in flushing mechanism; repair if necessary.
- Interior caulking** – Inspect caulking around bathtubs, showers and sinks; replace if deteriorating.
- Washing machines** – Clean water inlet filters; check hoses for leaks and replace if necessary.
- Clothes dryers** – Vacuum lint from ducts and surrounding areas.
- Refrigerator** – Wash and check door gasket; clean condenser coils with a gentle brush.
- Range hood fan** – Wash fan blades and housing.
- Hot water heating system** – Lubricate circulating pump and motor.
- Wiring** – Check for frayed cords and wires; repair if necessary.
- Foundation** – Check for cracks and moisture, repair if necessary.
- Roof** – Inspect roof surface; repair if necessary.
- Gutters and downspout** – Clean out, inspect and repair weaknesses; check for proper drainage and adjust if necessary.
- Exterior caulking** – Inspect caulking and replace if deteriorating.
- Window sills, door sills and thresholds** – Fill cracks, caulk edges and repaint; replace if necessary
- Drain-waste and vent system** – Flush out system.
- Irrigation system** – Check, drain and repair if necessary.
- Fences** – Inspect and repair if necessary.
- Garage doors** – Clean and lubricate hinges, rollers and tracks; tighten screws.

**DATE:** \_\_\_\_\_

2/14/2005

**SIGNATURE:** \_\_\_\_\_

47

**JUNE**

(Check list to be completed and signed by 28<sup>th</sup> June)

- Faucets** - Check for leaking faucets. Replace washers if necessary.
- Bathtub drain assembly** - Clean out debris; inspect rubber seal; replace if necessary.
- Shower drain assembly** - Clean out debris and scrub strainer.
- Range hood fan** - Clean grease filter.
- Dishwasher** - Run the unit with a quart of white vinegar added to the tank. This removes any deposits left behind in the tub and helps keep the drain clear.
- Hinges and locks** - Lubricate as needed.
- Awnings** - Lower and clean. Check motor.

**DATE:** \_\_\_\_\_  
2/14/2005

**SIGNATURE:** \_\_\_\_\_  
44

**SEPTEMBER**

(Check list to be completed and signed by 28<sup>th</sup> September)

- Faucets** - Check for leaking faucets. Replace washers if necessary.
- Bathtub drain assembly** – Clean out debris; inspect rubber seal; replace if necessary.
- Shower drain assembly** – Clean out debris and scrub strainer.
- Range hood fan** – Clean grease filter.
- Dishwasher** - Run the unit with a quart of white vinegar added to the tank. This removes any deposits left behind in the tub and helps keep the drain clear.
- Hinges and locks** – Lubricate as needed.
- Awnings** – Lower and clean. Check motor.

**DATE:** \_\_\_\_\_  
2/14/2005

**SIGNATURE:** \_\_\_\_\_  
45

## OCTOBER

(Check list to be completed and signed by 28<sup>th</sup> October)

- Toilets** – Check for leaks in flushing mechanism; repair if necessary.
- Interior caulking** – Inspect caulking around bathtubs, showers and sinks; replace if deteriorating.
- Washing machines** – Clean water inlet filters; check hoses for leaks and replace if necessary.
- Clothes dryers** – Vacuum lint from ducts and surrounding areas.
- Refrigerator** – Wash and check door gasket; clean condenser coils with a gentle brush.
- Range hood fan** – Wash fan blades and housing.
- Hot water heating system** – Lubricate circulating pump and motor.
- Wiring** – Check for frayed cords and wires; repair if necessary.
- Foundation** – Check for cracks and moisture, repair if necessary.
- Roof** – Inspect roof surface; repair if necessary.
- Gutters and downspout** – Clean out, inspect and repair weaknesses; check for proper drainage and adjust if necessary.
- Exterior caulking** – Inspect caulking and replace if deteriorating.
- Window sills, door sills and thresholds** – Fill cracks, caulk edges and repaint; replace if necessary
- Drain-waste and vent system** – Flush out system.
- Irrigation system** – Check, drain and repair if necessary.
- Fences** – Inspect and repair if necessary.
- Garage doors** – Clean and lubricate hinges, rollers and tracks; tighten screws.

DATE: \_\_\_\_\_

2/14/2005

SIGNATURE: \_\_\_\_\_

48

**DECEMBER**

(Check list to be completed and signed by 28<sup>th</sup> December)

- Faucets** - Check for leaking faucets. Replace washers if necessary.
- Bathtub drain assembly** – Clean out debris; inspect rubber seal; replace if necessary.
- Shower drain assembly** – Clean out debris and scrub strainer.
- Range hood fan** – Clean grease filter.
- Dishwasher** - Run the unit with a quart of white vinegar added to the tank. This removes any deposits left behind in the tub and helps keep the drain clear.
- Hinges and locks** – Lubricate as needed.
- Awnings** – Lower and clean. Check motor.

**DATE:** \_\_\_\_\_  
2/14/2005

**SIGNATURE:** \_\_\_\_\_  
46

## OFFICE SUPPLIES

The following supplies should be in inventory at all times:

- Copy / printer paper.
- Toner and ink cartridges for printers and fax machine – a minimum of 2 per unit.
- Pens and pencils.
- Red and green markers.
- Black markers.
- Rulers.
- Pair of scissors.
- Scotch tape.
- Shipping tape.
- Photographic print paper.
- Personalized notepads, cards, envelopes (Call [REDACTED] to order).
- FedEx and parcel slips.
- Disposable cameras.
- Film for cameras.

## MAIL AND DELIVERIES

When Mr Epstein and Ms Maxwell are in residence:

- Personal cards, notes and invitations are to be placed on the pantry countertop.
- Correspondence for Ms Maxwell is to be placed on her desk.

When Mr Epstein and Ms Maxwell are not in residence:

- Mr Epstein or Ms Maxwell's assistant must be notified if any packages are delivered.
- General mail, including invoices and bank statements, are to be sent via FedEx to Eric Gany in New York, twice a week.
- Include all personal mail in a separate envelope addressed to either Mr Epstein or Ms Maxwell.

## RESETTING THE TELEPHONE

Assure that the telephones are always set to the proper date and time. The household phones may be reset by performing the following:

- Without picking up the receiver, dial 692 on the kitchen phone.
- Follow by dialing 2 digits for the year, 2 digits for the day, 2 digits for the month and finally, dial 4 digits for the military time.
- The phone should display the new date and time as well as make a noise to indicate that it has been reset.
- Pick up the receiver and then hang-up. This will return the phone to its normal mode.

## SERVING BREAKFAST

Mr Epstein's breakfast preferences:

- Glass of water
- Coffee
- 1 Sweet and Low or Equal
- Creamer filled with Half & Half, warmed in the microwave for 25 seconds.
- Mr Epstein will indicate what food he would like to eat.

Ms Maxwell's breakfast preferences:

- Maxwell House coffee served with milk
- Freshly squeezed orange juice
- Glass of water
- 1 Weetabix with sliced banana. Milk and sugar on the side.

When service breakfast to guests:

- Pre-set table or breakfast trays for the number of guests present.
- As guests arrive, inquire whether they would like coffee, tea, or fruit juice.
- Always make sure that coffee is fresh.
- Reconfirm that guests have no allergic reaction to any specific foods.
- Take the breakfast order. Inquire whether they would like to wait for any remaining guests (if applicable), before you begin preparation.
- Always serve from the left, and clear from the right if possible.
- Clean breakfast area as soon as guests have departed.

## STANDBY DUTIES

When necessary, you will be required to be on "standby" duty. During this time, you are to make yourself available for any duties that need to be carried out, or respond to an emergency that may arise.

In order for you to be able to respond promptly, you should not travel more than one hour from your home base. This means that if you are called, the maximum time it will take you to return, is one hour.

To properly perform this duty, you should know the following:

- You could be called upon at any time, day or night.
- Have the necessary contact details for Mr Epstein, Ms Maxwell, the Estate Manager and other relevant staff members.
- Call the Estate Manager and other relevant staff members and advise them of an emergency. This should be done immediately.
- When speaking to the Estate Manager or other relevant staff members, provide accurate and detailed information.
- The security of the house, Mr Epstein, Ms Maxwell and their guests are your first consideration. Always handle a crisis in a calm and professional manner.

## EMERGENCY PROCEDURES

In the event of an emergency, you may be required to decide on a course of action to protect Mr Epstein, Ms Maxwell, their guests, other staff members and yourself.

### REMEMBER TO STAY CALM AND DO NOT PANIC

#### FIRE

Call the Fire Department or 911 as soon as possible. Tell them the exact location and nature of the fire.

Ask all guests to leave their rooms.

Never use the elevator. It could stop between floors.

When you exit the building during a fire, close all doors as you exit to confine the fire.

Make sure that everyone leaves with you.

Heat, smoke and gases emitted by burning materials can quickly choke you. If you are caught in heavy smoke, get down on the floor and crawl. Take short breaths, breathing through your nose.

If your clothes catch fire, don't run. Stop where you are, drop to the ground, cover your face with your hands to protect your face and lungs and roll over to smother the flames.

Do not overestimate your ability to put out a fire. Most fires cannot be easily or safely extinguished. Do not attempt to put the fire out once it begins to quickly spread.

#### HURRICANE SEASON

The season generally runs from June through November with the peak period being in August and September.

During this time, it is necessary to monitor all weather systems on a daily basis, either via the television, internet or radio. Guests must be advised of the situation.

All outdoor furniture and loose items must be stored inside. Potted plants are moved into areas with the least wind or placed indoors.

All shutters are closed.

**MEDICAL EMERGENCY**

Call 911 as soon as possible. Give them as much information as you can. Tell them what happened and the current condition of the patient.

If you are unable to get help, drive the patient to the Good Samaritan Hospital, 1309 North Flagler Drive, West Palm Beach. Call the hospital on route and tell them that you are on your way.

**EMERGENCY CONTACT INFORMATION**

**GUEST NAME:** \_\_\_\_\_

**ALLERGIES:** \_\_\_\_\_

**CONTACT NAME:** \_\_\_\_\_

**CONTACT TELEPHONE:**

**HOME** \_\_\_\_\_

**WORK** \_\_\_\_\_

**PORTABLE** \_\_\_\_\_

**THANK YOU!**