

From: "[REDACTED]" <[REDACTED]>

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Subject: Progress report 3/7/01 through 3/12/01

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Importance: Normal

PROGRESS REPORT

[REDACTED], Estate Manager
3/7/01 through 3/12/01

GENERAL

Spent 3 days each at PB and the Denver Household Conference and 1 day at Zorro.

I provided a list of construction management practices I've used in the past for your review. I would like to discuss your expectations in this area. I also have a list of "Ms. Maxwell Questions" and would like to meet with you for a few hours at your earliest convenience.

I received my computer and related equipment. With [REDACTED] help, I am learning to access, impute, connect and basically utilize all this neat stuff! Thank you!

DENVER HOUSEHOLD CONFERENCE

EI employees attending the conference were Miles and Cathy Alexander, [REDACTED] and myself.

While I knew before we went; it didn't take our staff long to realize we're a benchmark organization. Your standards and choice of personnel are indeed high level and I'm delighted to be a part of your organization. Given our staff's ability, attitude and thirst for knowledge, we have unlimited potential. With your guidance and impute can meet your ever changing "why not" philosophy of living.

Following the conference, we met to discuss the benefits of attendance. The following areas were cited by each attendee. While the areas cited seem relatively simple, they will realize other benefits in time...

Cathy

1. Learned methods to train cleaning staff to be less intrusive
2. Learned ways to improve table settings and serving techniques
3. Gained insight into environmentally friendly cleaning products
4. Acquired future informational resources

Miles

1. Learned the importance of networking

2. Gained a better understanding of the importance of learning the boss' s needs
3. Starkey Institute training is not up to our standards

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1. Learned the importance of boundaries and learning the employers expectations
 2. Gained insight into the importance of being more conscious of details
 3. Wants to be more aware of employers safety, privacy and security
 4. Acquired future informational resources

We spent our after session hours as a group basically learning to know each other and discussing ways to better meet your needs. I' m certain you will see marked organizational improvements over the next 4 to 6 months.

I met with 4 agencies, received some resumes and expect to receive additional resumes soon. I also received some information for Mr. Epstein regarding possible solutions regarding the intrusive nature of telephones ringing in the estates.

I have three contacts that may interest you. Dahlgreen Duck and Associates specialized in custom appointments for the world' s finest yachts, private aircraft, and residences. ISR provides custom tailored technology solutions and controls for luxury homes. I also have an excerpt from the Robb Report over viewing a state of the art home recently constructed in Delray Beach, FL, including the names of the architects, builders etc.

While the sessions were time limited and broad range topics, we were all in agreement that the networking proved to be more valuable than the actual sessions. Cathy was undecided whether it would be a benefit for her to return in future years, however the rest of felt we would recommend the conference.

Mr. Paul Burrell, Butler to the late Princess of Wales was, in our opinion, the "class act" of the conference. Given his depth of knowledge and direct experience, none of the presenters approached his level. We highly recommend investigating the possibility of him conducting training sessions for our staff. I inquired about his training; he went through a 3 year training program at the Palace and has 21 years experience working for The Royal Families.

We all sincerely appreciate the opportunity to attend this conference. Thank you!

PALM BEACH

Three days were spent at Palm Beach. I worked with John to gain an understanding of our level of expectations. Although you will see improvements, a high degree of ongoing attention will be required to meet minimum standards.

I met with Francis and John regarding our expectations and as we discussed, made arrangements for her to work an additional day for several weeks until

we reach an acceptable level. Since so many items needing attention on the interior are cleaning related, I felt time was best spent listing the items after Francis has the opportunity to catch up.

I met with Mike Johnson regarding the PB staff housing. Mike stated he was instructed to "fast track" the project and expects to break ground in 4 weeks. He provided a revised set of prints showing revisions to the kitchen for your approval and questioned if you want to reconfigure the trash and bicycle areas at the driveway.

John and I had an extensive meeting with Alan Stopek of Efflorescence regarding the landscape needing relocation for the staff housing project. Alan assured us that no permits are required and the landscape we will be able to move will not require root pruning. He will submit a complete proposal by the end of this week. To avoid gaps and misunderstandings, I would like to meet with Mike Johnson, Frank Steele, Alan Stopek and John prior to beginning this project.

Frank Steele provided the list of interior selections that will be required to "fast track" our staff housing project.

ZORRO RANCH

██████████ and I focused on improving the level of detail on the task sheet which I plan to use as the prototype for the other estates. We reviewed different management uses for the document which should prove to be a valuable management tool. ██████████ asks a lot of good questions and is genuinely interested in improving her management techniques.

Due to ██████████ pregnancy, she will require more desk time which will prove to be a tremendous benefit in setting up the format for the task sheet, household manuals, calendars, contacts lists and other documents we are initiating at each of the estates. ██████████ and ██████████ have been 100% cooperative.