

Estate Manual

Little Saint James Island

Picture of Island

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Schedules and Attachments

Location

US Virgin Islands North America

Little Saint James Island is a **Island** in **St. Thomas County, Virgin Islands**. It has an elevation of **25 meters**, or **82 feet**.

Degrees Minutes Seconds:

Latitude: 18-18'00" N

Longitude: 064-49'31" W

Decimal Degrees:

Latitude: 18.2999548

Longitude: -64.8251397

- Location [U.S. Virgin Islands](#), [Caribbean](#), [North America](#) Latitude 18° 17' 59.8" (18.3°) north Longitude 64° 49' 30.5" (64.8251°) west Average elevation 23 meters (75 feet)

Residence

Compound: Principal's Main Residence and Guest Cabanas

One floor building with kitchen, master, bedroom, theater, library, "chillax" (small room with sofa table phone to "chill in") and open patio with sittng areas.

Four one bedroom guest cabanas with bathrooms.

Large pool in middle.

Other Structures

Five Palms: Principal's Office

Large office on high hillside

Flagpole Pool: Pool for Principal and Guest

Large pool, patio, pool house with flagpole and USA flag flying overlooking ocean

Info Center: Lookout Area

Stone structure with furniture inside overlooking ocean

Gym: Principal's Gym

Separate building with complete gym

Pebble Beach Grotto

Open stone structure located at bottom of hill at sea level

Tennis Court: Principal's tennis court to be built

Blue House:

Small beach house with furniture

Kite House:

Large lighted flagpole with flag and structure with bed.

Tiki Hut

Large dark outside covered wooden deck on beach with tables, chairs, and patio area.

Heli Pad

Lighted helicopter grass landing pad with office for pilot.

Manager Residence

Two bedroom furnished apartment for island manager.

Sam's apartment

One bedroom furnished apartment for staff and visitors.

Captain's Office

Three desk office for boat captains and island manager.

The Tunnel

Vehicles garage, storage, machine shop, carpentry shop, mechanical shop, spray and repair shop.

Engineering

Reverse osmosis plant, generator room, heavy equipment, large storage area.

Dock

Wooden dock for up to four boats

Residents

The Principal: Mr. Jeffrey Epstein, owner.

The Estate Manager: Ms. Ann Rodriquez, ten years and two daughters.

Principal Preferences

Boundaries

For all private service provided for individuals, it is important to establish and maintain boundaries for the staff.

The Principal enjoys his privacy when working, entertaining, or relaxing while in residence. Unless requested, he does not desire to have staff in his presence. When the Principal enters a room in which staff is also in, staff is to allow him his privacy. When serving the Principal, staff is to be quite, prompt, courteous, and exit as soon as possible.

Communication

The Principal will initiate communication when he desires, otherwise staff is not to. Therefore, staff is not to engage the Principal in conversation or listen in on Principal's conversation with others. When the Principal does initiate a request or makes a comment, staff response is to be:

1. Yes, Sir.
2. My Pleasure, Sir.
3. Answer his question specifically, ended by Sir.

Staff is not to engage Principal's guests in conversation or listen to guests' conversation residence. When Principal's guests make a request or comment to staff, staff response is to be:

1. Yes Sir, Yes Ma'm.
2. My Pleasure Sir, Ma'm.
3. Answer the guest's question specifically, ended by Sir or Ma'm.

When staff needs to communicate with the Principal day to day, communication is to be initiated via his Personal or Executive Assistant, unless otherwise initiated by the Principal.

When staff needs to communicate to the Principal when he is with guests or on the telephone regarding something urgent or important for him to know at the time

Temperature in Residence

While in residence the Principal prefers the temperature of the residence to be cool, 60 degrees F to 72 degrees F throughout the areas he occupies.

Sound in Residence

The Principal prefers silence throughout the residence and area he occupies.

Lighting in Residence

The Principal prefers the lights off if he is not occupying. At night all outside compound lights and flag pole lights are to be on.

Fragrance in Residence

The Principal prefers no fragrance in the air circulated throughout the residence.

Flowers in Residence

Principal prefers flowers tropical in nature.

Housekeeping

Before Principal arrives in Residence, Principal prefers the residence to be clean to the highest standard.

Clothing

Principal prefers to dress in nice sweat suits usually or jeans and sports shirts.

Culinary

Principal enjoys a wide variety of healthy food served in casual style usually.

Preferences include:

Breakfast: special flax muffin, Fiji water cold, French pressed illy medium roast coffee (freshly ground).

Lunch: often skips, but does like snacks throughout the day.

Snacks include finger sandwiches, sushi, and freshly baked Nestle Toll House chocolate chip cookies (to be detailed and revised possibly per recent medical checkup).

Tea: often likes tea, Teavana Earl Grey Crème preferred.

Drink: sometimes likes special ginger drink (existing recipe to be attached).

Dinner: includes steak, hamburgers, chicken parmesan, seafood, fresh vegetables steamed, and Sheppard's pie.

Entertainment

Entertainment includes having friends over for meals in the dining room or appetizers in the living room, watching movies in his movie room, going out to movies, going over to friends for meals, going to the MET, etc.

Maintenance

Principal prefers maintenance of residence to be performed at highest professional level with to highest standards by licensed on site mechanical engineer. Major maintenance for any systems, interior or exterior is to be performed while he is not in residence.

Grounds

Principal prefers grounds to be maintained to the highest standard on regular basis, usually to be performed by the driver and/or the mechanical engineer.

Travel & Transportation

Principal prefers to set his own schedule, communicates it to his executive assistant to distribute and update to staff. Travel arrangements to be made by his Executive Assistant.

Principal usually prefers to be transported in his own vehicles-jets, helicopter or boats - by his own drivers and pilots/captains. Sometimes Principal prefers to fly commercially.

Principal prefers that all vehicles, jets, helicopters, and boats to be maintained to the highest standards.

Principal prefers Fiji water and candy on his vehicles while being transported. Principal prefers finger food snacks with Fiji water in his jets while being transported.

Safety & Security

Principal prefers to reside in a safe environment with all required systems to insure such and to travel safely in well maintained vehicles, jets, helicopters or boats.

Principal does not require personal security in residence or during travel to or from.

Guest, Elder, Child, Animal Care

Principal has no elders, children or pets to care for.

Principal prefers all guests to be taken care of to the highest standard.

Protocols

Principal Arrival

Principal will normally arrive to LSJ via his helicopter from St. Thomas onto the heli pad.

For Principal's arrival all areas must be clean and in order.

Helicopter Landing Pad

Before Principal's arrival the helicopter vacuum grass twice.

Before Principal's arrival restock pilot's office and make certain phone and lights working.

Before Principals arrival if at night make certain all lights light and positioned properly, not later than one hour before actual arrival have all lights turned on.

Before Principal's arrival, ATV to be positioned for his exit from heli pad.

During landing Island Manager to be present to welcome Principal.

Principal to be served coconut drink.

Any of Principal's belongings are to be taken to his master bedroom.

Service Roads

Before Principal's arrival service road from heli pad to compound to be clear and in good condition. All lights along service road are to be in working order.

Before Principal's arrival all other service roads are to be rolled, clear, in working order, with lights working, walls in tact, and landscaping freshened.

Compound

Outside

All areas are to be clean and in proper working order.

All furniture is to be clean and in proper order.

All lights are to be in working order – for patio, cabanas, pool, walls, steps, and trees.

All phones are to be in working order.

Pool is to be clean, chemically balanced and working properly.

Landscaping is to be trimmed and freshened.

Inside

All areas are to be clean and in order.

All food and other preferred items to be stocked.

All lights, phones, Internet, media/sound, appliances, sinks, toilets, showers, and ac to be in working order.

Temperature is to be set at 60 degrees in rooms Principal is to occupy.

Temperature is to be set at 72 in rooms guest is to occupy.

Gym

All area to be clean and in order.

All lights, phones, Internet, media, appliances, sinks, toilets, showers, and ac to be in working order.

Temperature is to be set at 60 degrees in rooms Principal is to occupy.

Flagpole Pool & Pool House

Flag is to be in good condition, raised, and light on flag is to be in working order.

Pool is to be clean.

Patio area to be clean and all furniture in order.

All lights, phones, Internet, media/sound, appliances, sinks, toilets, showers, and ac to be in working order.

Temperature is to be set at 60 degrees in pool house rooms Principal is to occupy.

Five Palms

All area to be clean and in order.

All lights, phones, Internet, and ac to be in working order.

Temperature is to be set at 60 degrees in rooms Principal is to occupy.

Kite House

All area to be clean and in order.

Kite House flag is to be without tattered edges.

Flag pole lights are all to be in working order.

Beaches

All beaches are to be free of debris and presentable.

Beach closest to dock is to be free of debris and raked as well.

All structures are to be presentable, clean, and in working order.

Any furniture on the beach or in structures is to be cleaned in working order as well.

Tiki Hut

The Tiki Hut and surrounding area is to be clean, presentable, and all items in working order.

Dock

Dock is to be clean and in order.

All marine recreational vehicles to be clean, fueled, in working order and at dock.

Large circular trampoline is to be in water.

Rafts are to be in the water.

Boats

All boats are to be clean, fueled, in working order, and in the water.

Vehicles

All motor vehicles are to be clean, fueled, and in working order.

All ATV's are to be clean, fueled, and in working order.

Principal in Residence

The first full day after the Principal arrives is to be a quiet day.

No construction or anything causing loud noise is to be allowed.

Principal is to be served his preferred meals as scheduled; breakfast usually at 6:00 am, lunch at 1:00 pm; dinner at 6:00 pm.

Service for principal is to be performed around his preferences and schedule. Usually he comes to unwind and enjoys such things working out in the gym, relaxing at the pool, riding the jet skis, and viewing movies, etc.

If Principal desires, the island manager and other staff are to review with the Principal progress on the development and maintenance of the island.

Principal Departure

Before Principal's departure, all of his belongings, and food for he and the pilots are to be prepared, packed, and brought to the heli pad.

Before Principal's departure the helicopter vacuum grass twice.

Before Principal's departure restock pilot's office and make certain phone and lights working.

Before Principals departure if at night make certain all lights light and positioned properly, not later than one hour before actual arrival have all lights turned on.

Before Principal's arrival, ATV to clean in working order and fueled for his ride heli pad.

During take off the island manager to be present to bid farewell to the Principal.

Service Roads

Before Principal's departure the service road from compound to heli pad to be clear and in good condition. All lights along service road are to be clean, presentable, and in working order.

Principal Schedules

Principal spends approximately six months a year in residence. He seldom has guests or conducts business appointments on LSJ. His schedules vary depending on his personal activities and business for island or business calls. While in residence, Principal often rises early at approximately 6:00 – 6:30 am, has breakfast at the table on the compound porch, and works in the library or Five Palms office afterwards. Often he will break to enjoy the pool at Flagpole pool and workout at the Gym. After dinner at the compound he will relax watching movies in his theater at the compound. His recreational activities include working out, riding 4 wheelers, swimming, snorkeling, boating, and jet skiing.

Breakfast: Outside table compound

Lunch: Snacks

Dinner: Inside Compound

Compound to Five Palms

Compound to Flagpole Poll

Compound to Gym

Staff

Island Manager:	Ann M. Rodriquez
Assistant Manager:	Danny Vicars
Head Boat Captain:	Carlos Rodriquez
Boat Captain:	Ramon Linderman
Barge Assistant:	Guy Vicars
Head Housekeeper:	Basillia Morales-Mercado
Housekeeper:	Carmen Rodgers
Housekeeper:	Reyna Amparo
Landscaper Manager:	Christopher Sheehan
Landscaper Supervisor:	Peter St. Omar
Landscaper:	Dupson Donissaint
Landscaper:	Gusneme Dalce
Landscaper:	Onel Pierressaint
Maintenance Supervisor:	Danny Vicars
Maintenance	Danny Etienne
Painter:	Gerry Francis
Painter:	Hilian Bedminister
Mechanical & Truck Driver:	Sheridan Elizee
Pool & RO Plant:	Cuthbert Titre

Staff Duties

Island Manager – The estate manager is responsible for the entire island. By directing and managing the staff, vendors, and requisite resources she creates and maintains the high standard of service preferred by the Principal in the areas of housekeeping, culinary, valet, entertainment, maintenance, grounds, travel and transportation, safety and security, and guest services.

Assistant Manager- The assistant manager aids the island manager with the overall management and maintenance of the island.

Boat Captains- The boat captains are responsible for all aspects of operating and maintaining the boats and any other related boat activities safely and securely. This includes piloting the boats to transport the Principal, staff, guests and any others to and from the island. Maintenance of the boats includes performing tasks, such as cleaning boats, pumping waste from boats, dock pilings, monitoring parking, trailer maintenance; keep accurate fuel records, boat registrations, and VHF radio equipment. Other activities include shopping for supplies needed on the island when no transportation duties are scheduled or required. In addition they assist in any other department if needed and perform emergency duties during a tropical storm or hurricane.

Housekeeping - The housekeepers are responsible for all aspects of housekeeping for all structures and public areas. Their duties include sweeping, mopping vacuuming, changing sheets and towels, emptying wastebaskets, dusting, scrubbing floors and all other cleaning activities necessary. Besides cleaning they are responsible for performing all washing and drying of sheets and towels. They are also responsible for will surveying all structures and public areas and reporting any damages or missing items.

Maintenance - The maintenance staff oversees all areas to maintain the integrity of the inside and outside of the structures, systems, and other areas. This includes inside and outside of buildings, HVAC systems, security system, fire, electrical, plumbing, and carpentry. More specifically the staff repair and maintain indoor and outdoor lighting, plumbing, appliances, ceilings, doors, windows, walls, floors, appliances, painting and toilets, sinks, showers, cabinets, counters, etc. Staff within this department also maintains the generators, well system, vehicles, heavy equipment, operate the barge. During emergencies such as hurricanes and tropical storms they assist to make certain all areas are secure and to take the proper measures with the power and water.

Grounds- The grounds keepers or landscapers are responsible for managing all aspects of the island's grounds to include creating areas suitable for plant life, selecting, purchasing,

planting, fertilizing and growing, watering, maintaining, pruning and manicuring, and removing plant life. Plant life includes plants, grasses, vines, flowers, trees, and shrubbery.

Staff Schedules

The island manager is to be responsible for the schedules of all staff. All staff is to arrive on the island by boat at 7:00 am and is to depart at 5:00 pm to work in their respective areas on the island Monday through Friday usually. Depending on the work to be done, staff may be asked to work different days and, or, hours. The island manager will meet with the staff upon arrival and monitor their progress during the day. Sometimes the island manager will also review work performed upon their departure. It is important to note that while the Principal is in residence on the island, no construction or operation of loud vehicles or heavy machinery is permitted.

Vendors

(Attach Existing List)

Areas to be Maintained

Administration

Housekeeping

Valet

Culinary

Entertainment

Maintenance

Grounds

Travel & Transportation

Safety & Security

Guest, Elder, Children, Pet Care

Administration

Legal: Darren K. Indyke, General Counsel for over ten years, (cell: [REDACTED]
office: [REDACTED] end_of_the_skype_highlighting email: [REDACTED])

Residence Insurances/Taxes/Fees: Mr. Richard Kahn, Chief Financial Officer
for over 6 years (cell: [REDACTED] begin_of_the_skype_highlighting; office: [REDACTED]
[REDACTED] begin_of_the_skype_highlighting; email: [REDACTED])

Human Resources: Mr. Richard Kahn, Chief Financial Officer.

Payroll: Mr. Richard Kahn, Chief Financial Officer

Island Systems: Mr. Danny Vickers, Assistant Island Manager.

Technology: Mr. Jermaine Ruan.

Principal and Island Related Purchases: Ms. Anna Rodriquez, Island Manager.

Grounds Related Purchases: Mr. Chris Sheehan, Grounds keeper Manager.

Vendor Approval/Payment: Mr. Richard Kahn, Chief Financial Officer.

Note: Everything above is reviewed by Principal.

Areas to be managed and maintained by Island Manager:

1. Principal Preferences and Service in Residence
2. Residence Guest Preferences and Service
3. Residence Condition
4. Residence Standard of Service in all Areas
5. Residence Staff
6. Residence Vendors
7. Residence Budget
8. Residence Special Projects
9. Residence Inventory
10. Other areas at Principal's request

Housekeeping

Standard

The standard for service in housekeeping is 5 Star in all aspects.

All areas are to be kept in excellent condition, receive impeccable care, and always be in their proper place.

Protocols

For efficient and effective housekeeping, the residence and other structures have been divided into zones. These zones are to be cleaned during the week to insure the highest standards are achieved. Daily, Weekly, Six Month, and Annual Schedules for Housekeeping are to be followed to insure these high standards are consistently maintained. All schedules are to be adjusted to accommodate the Principal when he is in residence. Housekeeping staff are to clean all zones. Outside vendors are to be used for deep cleaning the staff cannot perform for such items as drapes, rugs, carpets, flooring, windows, furniture, art, etc.

Other areas are to be addressed separately and are to each be cleaned during a separate day in addition to the zones cleaned weekly. These other areas include laundry, clothes & shoes, glassware and silverware, walls and ledges, staircases and books, drapes, rugs, inside of windows, outside of windows, and any other items or areas not covered by the zone cleaning.

The zones are as follows:

Zone 1 – Compound Kitchen, Theater, Chillax, Master Bedroom, Library, & Patios

Zone 2 – Cabanas 1, 2, 3, 4 & Pool Area

Zone 3 – Flag Pole Pool and Pool House

Zone 4 - Gym

Zone 5 – 5 Palms

Zone 6 – Kite House

Zone 7 – Blue Beach House

Zone 8 – Pebble Beach House

Zone 9 – Captain Office

Zone 10- Manager & Staff Quarters

Zone 11- Info Center

Zone 12 – One Bed Bungalow

For all zones housekeeping is to include (but extends to whatever is required): picking up items that do not belong, straightening up the items in the zones (including eyeglasses, pillows, lampshades, pictures, and portraits), dusting, cleaning all surfaces, replenishing items, and vacuuming. Lights, phones, televisions, sinks, toilets, fans, temperature, odors should be checked. Picking up and sweeping outside areas are included as well. Any items needing repair or replacement are to be noted and reported immediately in writing (email will suffice) to the Island Manager.

Zone Descriptions

Zone 1 – Compound Kitchen, Theater, Chillax, Master Bedroom, Library, & Patios

Zone 1 includes all bathrooms, spas, kitchen area, living room areas, office areas, and outside furniture, and patio areas.

Zone 2 – Cabanas 1, 2, 3, 4 & Pool Area

Zone 2 includes all bathrooms, spas, kitchen area, living room areas, office areas, outside showers, and outside furniture around pool.

Zone 3 – Flag Pole Pool and Pool House

Zone 3 includes all bathrooms, spas, kitchen area, office area, and outside furniture around pool.

Zone 4 - Gym

Zone 4 includes all bathrooms, spas, workout area, and outside area around building.

Zone 5 – 5 Palms

Zone 5 includes office area, and outside area around building.

Zone 6 – Kite House

Zone 6 includes living area, and outside area around building.

Zone 7 – Blue Beach House

Zone 7 includes living area, and outside area around building.

Zone 8 – Pebble Beach House

Zone 8 includes living area, and outside area around building.

Zone 9 – Captain Office

Zone 9 includes office area, and outside area around building.

Zone 10- Manager & Staff Quarters

Zone 10 includes all bathrooms, kitchen areas, living room areas, bedroom areas and patio areas.

Zone 11- Info Center

Zone 11 includes office area, and outside area around building.

Zone 12 – One Bed Bungalow

Zone 12 includes living area, and outside area around building.

The other areas are as follows:

Laundry

Laundry is to be addressed as required when Principal is in residence when the time is appropriate. The most needed items are to be laundered as required, in the evening if necessary. Items that can wait are to be done when the Principal leaves the residence. What cannot be done while the Principal is in residence is to be done all at once as a separate day(s) of work from any zone or other cleaning. Bed linens, towels, kitchen linens, etc., are to be washed, dried, and ironed, and placed in their proper places. Items requiring dry cleaning are sent out same day or otherwise as needed. Any items requiring repair or replacement are to be noted and reported immediately in writing (email will suffice) to the Director of Residences.

Clothes and Shoes

Clothes and shoe care are to be addressed as required when Principal is in residence when the time is appropriate. The most needed items are to be taken care of daily, in the evening if necessary. Items that can wait are to be done when the Principal leaves the residence. What cannot be done while the Principal is in residence is to be done all at once as a separate day(s) of work from any zone or other cleaning. Clothes are to be inspected, washed, dried, and ironed, and placed in their proper place weekly. Clothes requiring dry cleaning are to be sent out same day or otherwise as needed. Any clothing items requiring repair or replacement are to be noted and reported immediately. Shoes are to be cleaned, polished and returned to their proper place weekly. Any shoes requiring repair or replacement are to be noted and reported immediately in writing (email will suffice) to the Director of Residences.

Glassware and Silverware

Glassware and Silverware as well as any other glass or silver items located in the residence are to be addressed when the Principal is not in residence on a separate day(s) of work from any zone or other cleaning. All glassware is to be inspected weekly and cleaned if used. All silverware is to be inspected weekly and cleaned if used . Any items requiring repair or replacement are to be noted and reported immediately in writing (email will suffice) to the Director of Residences.

Walls and Ledges

Walls and ledges throughout the entire residence are to be addressed when the Principal is not in residence on a separate day of work(s) from any zone or other cleaning. All

walls and ledges are to be inspected and cleaned weekly. Any walls and ledges requiring repair are to be noted and reported immediately in writing (email will suffice) to the Director of Residences.

Inside of Windows and Doors

Inside of all windows and doors throughout the entire residence are to be addressed when the Principal is not in residence on a separate day(s) of work from any zone or other cleaning. All of the windows and doors are to be inspected and cleaned weekly. Any window or door requiring repair are to be noted and reported immediately in writing (email will suffice) to the Director of Residences.

Outside of Windows and Doors

Outside of windows and doors throughout the entire residence are to be addressed when the Principal is not in residence on a separate day(s) of work from any zone or other cleaning. Inspection and cleaning is to be done by an approved vendor at before the Principal is in residence monthly.

Books

All books throughout the entire residence are to be addressed when the Principal is not in residence on a separate day(s) of work from any zone or other cleaning. All books are to be inspected and dusted every six months. Any attention required for any book is to be noted and reported immediately in writing (email will suffice) to the Director of Residences.

Elevators and Staircases

Elevators and staircases throughout the entire residence are to be addressed when the Principal is not in residence on a separate day(s) of work from any zone or other cleaning. All elevators and staircases are to be inspected, dusted, cleaned, and vacuumed weekly. Approved vendors will assist as required. Anything requiring repair is to be noted and reported immediately in writing (email will suffice) to the Director of Residences.

Drapes, Blinds, and Rugs

Drapes, Blinds, and Rugs throughout the entire residence are to be addressed when the Principal is not in residence on a separate day(s) of work from any zone or other cleaning. Drapes and sheers are to be inspected weekly. Drapes are to be dry cleaned annually and sheers every six months by an approved vendor. Anything needing repair is to be noted and reported immediately in writing (email will suffice) to the Director of Residences. Blinds are to be inspected, dusted, cleaned, and vacuumed weekly. Approved vendors will assist as required. Anything needing repair is to be noted and reported

immediately in writing (email will suffice) to the Director of Residences. Rugs are to be inspected, vacuumed weekly, and cleaned annually. Approved vendors will assist as required. Anything needing repair is to be noted and reported immediately in writing (email will suffice) to the Director of Residences.

Zone Cleaning Order

All zones are to be cleaned by general and specific guidelines included.

Cleaning order of zones:

Zone 1 - Compound Kitchen, Theater, Chillax, Master Bedroom, Library, & Patios

Bathrooms
Spas
Bedrooms
Kitchen
Theater
Living Areas
Office Areas
Entries
Patio and outside area

Zone 2 - Cabanas 1, 2, 3, 4 & Pool Area

Bathrooms
Bedrooms
Outside Showers

Zone 3 - Flag Pole Pool and Pool House

Bathroom
Kitchen
Office Area
Entries
Outside Furniture and Pool area

Zone 4 - Gym

Gym Bathroom
Workout Area
Outside Area

Zone 5 - 5 Palms

Guest bathrooms
Guest Suites
Office
Hallway

Zone 6 – Kite House

Living Area
Outside Area

Zone 7 – Blue Beach House

Living Area
Outside Area

Zone 8 – Pebble Beach House

Living Area
Outside Area

Zone 9 – Captain Office

Office Area
Outside Area

Zone 10- Manager & Staff Quarters

Bathrooms
Bedrooms
Kitchen Areas
Living Areas
Entries
Patio and outside area

Zone 11- Info Center

Living Area
Outside Area

Zone 12 – One Bed Bungalow

Living Area
Outside Area

Other Areas

Laundry
Clothes and Shoes
Glassware and Silverware
Walls and Ledges
Inside of Windows and Doors
Outside of Windows and Doors
Books, Elevators, and Staircases
Drapes, Blinds, and Rugs

General Room Cleaning Guidelines

In general all rooms to be cleaned left to right, top to bottom, inside to out.

Steps for most rooms:

Remove all things not belonging in the room.

Remove all items temporarily to be removed necessary for dusting, cleaning, vacuuming.

Remove garbage from containers and containers for cleaning.

Dust tops of items, ceilings, fans, lamp shades, light bulbs, mirrors, etc., with ostrich feather duster.

Dust and/or polishing furniture with furniture polish and polishing cloth, and/or ostrich feather duster.

Clean glass tops and mirrors with glass cleaner and cleaning cloth.

Wipe down moldings, doors, windows with call purpose cleaner and cleaning cloth.

Check drapes, hooks/blinds; make certain hanging/working properly.

Replenish items for room, straightening up, and plumping pillows.

Set all clocks to proper time.

Check lights, tv, phones.

Clean and /or vacuum the floor.

Spray air neutralizer for odors.

Check temperature.

Look over to make certain all is as it should be.

Bathroom Cleaning Guidelines

Remove any items that do not belong.

Remove all robes, rugs, towels, washcloths, mats, to be washed.

Empty the garbage, keep containers out of room until room is cleaned.

Sweep/vacuum the floor with electric broom or vacuum cleaner.

Dust all high objects, ceiling, tops of mirrors, vanities, light bulbs, cabinets, etc. with an ostrich feather duster.

Wipe down all molding, doors, and windows with all purpose cleaner and cleaning cloth.

Clean mirrors with glass cleaner/paper towel- top to bottom.

Clean sink/vanities with all purpose cleaner and brush/sponge- top to bottom.

Clean tub with bathroom cleaner and brush/sponge- top to bottom.

Clean toilet with toilet bowl cleaner using toilet brush; squirt and clean under rim; clean lid, bowl, sides, front, back, base, floor; polish handle; check flushing.

Restock toiletries, including tissues, toilet paper, etc., fold toilet paper in "V".

Clean floor with mop using ammonia based cleaner and hot water; mop over after with clean, warm water.

Replace all robes, rugs, towels, washcloths, mats, with clean ones. Make certain all hung, folded, and placed properly.

Replace garbage containers.

Check lights, and phones and tv if present.

Check temperature.

Spray air neutralizer for odors.

Look over to make certain all is as it should be.

Bedroom Cleaning Guidelines

Remove any items that do not belong.

Remove any items necessary for cleaning.

Remove and empty garbage containers.

Clean under the bed with electric broom, dust mop, or vacuum cleaner.

Make bed with fresh linens and clean mattress protector.

Dust all pictures, lamp shades and light bulbs (replace light bulbs), blinds, etc., with ostrich feather duster.

Dust and/or polish all furniture with ostrich feather duster/furniture polish and polishing cloth.

Clean mirrors and glass tops with paper towels and glass cleaner.

Wipe down all walls, doors, and light switches with all purpose cleaner and cleaning cloth.

Clean telephone, remote control, radio; make certain all work with disinfectant cleaner and paper towel.

Set alarm clock correctly; check phones, lights, tv.

Make certain drapes hang properly, check hooks, and any blinds work properly.

Replace all items removed for cleaning.

Vacuum and replace garbage containers.

Spray air neutralizer.

Check room temperature.

Look over to make certain all is as it should be.

Living Room Cleaning Guidelines

Remove any items that do not belong.

Remove any items temporarily necessary for cleaning.

Remove and empty garbage containers.

Straighten items up.

Dust all furniture, and pictures, lamp shades and light bulbs (replace light bulbs), blinds, etc., with ostrich feather duster.

Clean mirrors and glass tops with paper towels and glass cleaner.

Wipe down all walls, doors, and light switches with all purpose cleaner and cleaning cloth.

Clean telephone, remote control, radio with disinfectant cleaner and paper towel; make certain all work.

Set clock correctly; check phones, lights, tv.

Make certain drapes hang properly, check hooks.

Replace all items removed for cleaning.

Plump pillows.

Vacuum and replace garbage containers.

Spray air neutralizer.

Check room temperature.

Look over to make certain all is as it should be.

Preferences

The Principal has the following preferences to be honored by housekeeping.

1. All areas are to be free of clutter.
2. All areas and items are to be clean.
3. All items are to be in their proper place.
4. All items are to work properly– lights, phones, internet, appliances, sinks, toilets, air conditioning and heat, etc.
5. All items are to be presentable; do not keep damaged or soiled items.
6. Temperature for area Principal is to occupy to be set at 60 degrees beforehand.
7. Lights for area he is to occupy to be turned on beforehand.
8. Lights are to be turned off after Principal is no longer present.
9. Reading glasses (3.5), cleaner, pen and pad are to be placed beside each phone.
10. New toothbrushes (Oral B Soft S), toothpaste to be placed at each sink.

Schedules

Daily Housekeeping Schedule - When Principal is not in Residence

To be performed by Executive Housekeeper, Housekeeper when available, and Vendor as Approved.

Morning Graces

Check telephone and email messages.

Make certain the appropriate security turned off or on.

Have front of house outside door hosed down and checked for garbage, etc. If to snow, make sure salt is put down for ice. Have snow and ice scraped. Turn snow melting on.

Have outside back of the house checked for garbage, etc., and cleaned up if necessary.

Walk through residence and check each room and area.

Turn on appropriate lights. Check for burnt out lights.

Open appropriate drapes or blinds.

Pick up items not belonging in areas.

Straighten up any items out of place, including pictures, paintings, rugs, etc.

Puff pillows.

Make certain all clocks are on correct time.

Have any live plants checked and have watered if necessary.

Note anything that needs to be repaired, replaced, or secured and report.

Be aware of items missing, out of place, stains, rips, leaks, drips, unusual smells and report. Check temperature.

Zone Cleaning of One Zone for the Day or Cleaning of Another Area

Zone cleaning is to begin with Zone 1 and proceed to Zone 6 every day or two depending how much cleaning is required for the specific zone, then proceed to B1. If the roof is being used, the cleaning will proceed to it Zone 7 before proceeding to clean other areas.. If not, the cleaning of the other areas is to begin.

Evening Graces

Check telephone and email messages.

Make certain the appropriate security is turned on or off.

Have front of house outside door hosed down and checked for garbage, etc. If to snow, make sure salt is put down for ice. If iced, have scraped asap.

Have outside back of the house checked for garbage, etc., and cleaned up if necessary.

Turn off appropriate lights.

Close appropriate drapes or blinds.

Pick up items not belonging in areas.

Straighten up any items out of place, including pictures, paintings, rugs, etc.

Puff pillows.

Make certain all clocks are on correct time.

Note anything that needs to be repaired, replaced, or secured and report.

Be aware of items missing, out of place, stains, rips, leaks, drips, unusual smells and report. Check temperature.

Before the Principal Arrives in Residence

Beginning three days before the Principal arrives in residence, all zone cleaning and the cleaning of other areas are to stop. The entire residence is to be given a once over cleaning. All things are to be placed in their proper order.

Daily Housekeeping Schedule - When the Principal is in Residence

To be performed by the Executive Housekeeper and the Housekeeper.

When the Principal is in residence, serving him and his guests is to be the first priority. All housecleaning and laundry, etc., is to be adjusted to accommodate him and any guests and is to be performed at the most appropriate times to insure the best service and the least disturbance. All zone cleaning and the cleaning of other areas are to be discontinued until he has left the residence.

Bathrooms: In those being used, pick up all items that do not belong. Sweep floor. Clean the toilet, the sink, the shower and/or bath used. Clean the mirrors. Shine the faucets, toilet paper holder, towel rack, toothbrush holder, door handles. Fold the toilet paper in a "V". Arrange or replace needed items such as soap, shampoo, tissues, toilet paper, fresh towels and bath cloths. Clean the floor as needed.

Bedrooms: In those being used, pick up any items that do not belong. Close all windows and sheers if open. Make all beds as needed. Neaten all personal belongings. Straighten all throw pillows. Clean all mirrors.

Furniture: In areas being used; clean, dust, shine tables, chairs, and plump cushions.
Glass: In areas used, clean glass doors and tables as needed.

Dishes/Dishwasher: Wash dishes, use dishwasher if needed. Do not wash fine china, crystal glassware, silver, hand painted dining ware in the dish washer. If you are not certain, do not wash the item in the dish washer.

Kitchen: In kitchens being used, clean the sink and countertops (underneath items too). Clean the microwave oven. Clean smudges off of cabinets, refrigerator doors, light switches and doors..

Vacuum: In areas used, vacuum. Comb any tassels in areas used.

Sinks and drains: In areas used remove any deposits, clean and shine.

Garbage: In areas used, empty, spray with Lysol, replace bag, and wipe off.

Clocks: Check time and date.

Lights, Phones, TV's, Odor, and Temperature of each room are to be checked and addressed as needed..

Eyeglasses, cleaners, pens, pads for each room applicable to be checked and restocked.

Daily Housekeeping Schedule

To be performed daily when Principal is not in residence (see details above).

Daily Graces

Zone and Area cleaning

Evening Graces

Weekly Housekeeping Schedule

The cleaning of zones and other areas is to begin at the first of the week and proceed daily one right after another after the Principal leaves the residence.

Zone 1 – Compound Kitchen, Theater, Chillax, Master Bedroom, Library, & Patios

Zone 2 – Cabanas 1, 2, 3, 4 & Pool Area

Zone 3 – Flag Pole Pool and Pool House

Zone 4 - Gym

Zone 5 – 5 Palms

Zone 6 – Kite House

Zone 7 – Blue Beach House

Zone 8 – Pebble Beach House

Zone 9 – Captain Office

Zone 10- Manager & Staff Quarters

Zone 11- Info Center

Zone 12 – One Bed Bungalow

Laundry

Clothes and Shoes

Glassware and Silverware

Walls and Ledges

Inside of Windows and Doors, Outside of Windows and Doors

Books Staircases Elevators

Drapes, Blinds, and Rugs

Monthly Schedule

To be performed when Principal is not in residence each month.

Deep clean areas needed and those most used which includes the dining room, living room, master bedroom, massage room, gym, and movie room.

Check cleaning supplies and restock as required.

Quarterly Schedule

To be performed when Principal is not in residence monthly.

Clean outside windows.

Check all zones and areas applicable for repair or replacement.

Six Months Schedule

To be begun in May and in November completed as soon after only when Principal is not in residence.

Rotate seasonal clothing. Dry clean items if necessary.

Wash mattress covers and launder any blankets.

Clean books and shelves.

Clean upholstery and throw pillows.

Dry clean shears.

Inventory all dishware, crockery, silverware, glassware, linens, towels, etc.

Inspect, clean and repair chimneys; supply fire wood in November.

Annual Schedule

Steam clean all carpets and rugs applicable; have specialty rugs cleaned professionally.

Clean all sculptures and portraits.

Refurbish any walls, doors, furniture, ceilings, fixtures, flooring, etc., requiring attention.

Dry clean drapes.

Dry clean bedcovers.

Clothing

Standard

The standard for service in clothing is 5 Star in all aspects.

All clothes are to be in excellent condition, receive impeccable care, and always in their proper place.

Protocols

Staff

When the Principal is not in residence performing their duties, staff may dress casually but neatly in clean clothes. Khaki pants with white blouses or shirts are preferred.

When the Principal is in residence and/or with guests, male staff are to be dressed in suits with ties, and ladies are to be dressed in black pants, and white blouses shirts.

Staff is at all times to be dressed neatly in clean clothes, even while performing duties requiring manual labor.

Principal

The Principal's clothing is to be maintained by the Executive Housekeeper. She is to wash, dry, iron, fold all clothes on site and places them in their proper location in his master bedroom dressing drawers or in the closets.

The Principal's dressing room, with all drawers and closets are to be maintained by the Executive Housekeeper.

Clothes

Underclothes - Sizes 36/Large

Socks – Size 10-12

Pants – 36/32

Shirts - Large

Belts - 36

Shoes -10

Coats - Large

Preferences

Principal prefers to dress casually. While in residence he often wears his favorite sweat suits.

Schedules

Weekly

Clothes are to be washed, dried, iron, hanged or folded back into Principal's wardrobe promptly as needed.

All clothes to be inspected for wear as cleaned.

As Needed

Clothes are to be dry cleaned promptly as needed.

All shoes are to be cleaned, polished promptly as needed.

All worn or damaged clothes and shoes are to be removed immediately from Principal's wardrobe and replaced with new ones as needed.

Seasonally

Wardrobes are to be rotated seasonally.

Closets and drawers are to be cleaned seasonally as clothes are rotated.

Culinary

Standard

The standard for service in culinary is 5 Star quality, casual setting, with formal service.

All food and beverages are to be of the best quality, , receive impeccable care, and always in their proper place.

Protocols

General

The Principal while in residence will dine in, seldom going out. If he dines with guests, they usually dine in residence with him. He has no food allergies and enjoys a wide variety of foods including fish, steak, seafood and Italian. His palate is medium for spice. For beverages he enjoys specific coffees, tea, bottled waters and ginger drinks. What he eats depends on his appetite at the time. There are certain recipes of drinks and meals for breakfast and snacks he enjoys. The Principal normally has his muffin for breakfast. For lunch he will usually snack unless he has guests to dine with. He may also have tea with finger food in the afternoon with guests. His dinner will often depend on what he had for lunch and if guests are dining with him. If he has a meal for lunch or dinner, he often prefers food from a restaurant close by, especially if guests are joining him. Once delivered, it is to be warmed up and presented wherever he desires with the requisite settings and silverware.

The first floor kitchen is used for preparing beverages, breakfast, snacks, and reheating lunches and dinners ordered out. The catering kitchen in the basement (first) is often used to cook meals, especially those involving several courses. Food preparation is to be performed by the executive housekeepers or household managers. No chef is employed currently.

Meals

Breakfast: special flax muffin, Fiji water cold, French pressed *illy* medium roast coffee (freshly ground).

Lunch: often skips, but does like snacks throughout the day. Snacks include finger sandwiches, sushi, and freshly baked Nestle Toll House chocolate chip cookies (to be detailed and revised possibly per recent medical checkup).

Tea: often likes tea, Teavana Earl Grey Crème preferred.

Drink: sometimes likes special ginger drink (existing recipe to be attached).

Dinner: includes steak, hamburgers, chicken parmesan, seafood, fresh vegetables steamed, and Sheppard's pie.

Without Guests

Breakfast:

Principal's Breakfast is to be served on a silver platter at 6:30 am in the dining room or on the sixth floor. The tray is to be prepared with:

J.E. Muffin warmed in microwave served on plate
French Press *illy* coffee (7 scoops freshly ground).
Knife, fork, butter knife
Butter ("I Cannot Believe Its Not Butter")
Coffee Cup, warmed
Sugar
Fat Free $\frac{1}{2}$ and $\frac{1}{2}$, warmed
Tall glass of chilled FIJI bottled water
Linen Napkin

Light Snacks: By Principal's Request

Light snacks both cold and at room temperature are to always be on hand, including finger foods such as small sandwiches, sushi, and items such as freshly baked Nestle Toll House chocolate chip cookies, are daily to be left in the refrigerator or in a plastic container on the counter as the food requires.

Lunch: By Principal's request.

If the Principal has lunch, food served for lunch will depend on the Principal's appetite for the day. Often he will prefer food from a restaurant close by. He enjoys hamburgers, pasta, seafood, Chinese food, etc. Once delivered, it is to be warmed up and presented wherever he desires at table in the dining room, or brought to him in any other room on a silver tray, with silver appropriate silverware, with a linen napkin.

Dinner: By Principal's request.

If the Principal has dinner, food served for lunch will depend on the Principal's appetite for the day. Often he will prefer food from a restaurant close by. He enjoys steak, Italian, seafood, Chinese food, etc. Once delivered, it is to be warmed up and presented wherever he desires with the requisite settings and silverware.

Note: Any leftovers kept are to be stored in covered, sealable containers, not on plates with plastic wrap or aluminum foil.

Kitchen Protocol: Someone must always present to serve the Principal.

With Guests

General

Know date, time, and location of meal.

Know names and number of guests.

Know preferences, dislikes and allergies of guests before hand.

Table Setting (photos to be added)

Table to be set before guests arrive.

Linen place setting

Two fork two knives – real silver

Main plate (not chins) with server, linen napkin folded in middle

Black napkins for those guests wearing black

Dessert fork and spoon – real silver

Water and drink glass

Seating

Remove unnecessary seats beforehand.

All guests are to be greeted politely and to be escorted to their seats.

Always assist all ladies with seating.

Timing

Meal must be timed for Principal's guests.

Select meals that can meet prep or cook time required of the occasion.

Serving

Formal dress; serve drinks first, meals second; serve dishes from the left, beverages from the right, clear all from the right. Serve via timing with interaction between the Principal and any guests. Do not serve in between any two parties involved in a conversation, wait until there is a break or one signals that is it okay to serve.

Meals

Breakfast: Principal's request. Lox and bagels are often served with coffee or tea with guests.

Lunch: By Principal's request. Hamburgers and Italian, are often served with beverage of choice.

Dinner: Principal's request. Italian, steak, and seafood are often served with beverage of choice.

Preparation

Sometimes the Principal will bring his Household Manager from France to the residence prepare meals for all served by the cook and staff. Sometimes, the Principal will ask the Executive Housekeeper to prepare and serve a light meal. Sometimes, the Principal will ask the Executive Housekeeper to order food from outside restaurants he prefers, and heated up, and served to all by her and/or JoJo.

“Mise en place” is to be followed when preparing all meals.

The highest standards of sanitation are to be adhered to when storing, preparing, and serving all beverages and meals.

Kitchen Protocol

All non kitchen staff are not to be in the kitchen while staff are preparing serving and cleaning up.

Location

First floor kitchen for all but actual cooking of multiple course meals, which is often performed in the catering kitchen in the basement

Style

Principal's preference, styles include:

American Plated, French, buffet to side of table, and large portions in the middle of table

Servers (dressed formally black pants, white shirts)

For Principal only one server is usually required.

With guests, two servers are usually required.

Cook/Chef

Food preparation is performed usually by the island manager. Often food is ordered from restaurant. Sometimes Principal's cook from France is flown in to plan and prepare meals for those involving important guests.

Preferences

Breakfast: special flax muffin, Fiji water cold, French pressed *illy* medium roast coffee (freshly ground).

Lunch: often skips, but does like snacks throughout the day.
Snacks include finger sandwiches, sushi, and freshly baked Nestle Toll House chocolate chip cookies (to be detailed and revised possibly per recent medical checkup).

Tea: often likes tea, Teavana Earl Grey Crème preferred.

Drink: Fiji water usually or coffee or tea. sometimes likes special ginger drink (existing recipe to be attached).

Dinner: includes steak, hamburgers, chicken parmesan, seafood, fresh vegetables steamed, and Sheppard's pie.

Food Sources

Food is usually purchased on St. Thomas and sometimes brought on the jet from New York.

Grocery Stores purchased from:**Food Center**

Red Hook on Route 32.
St Thomas Virgin Islands
340-777-8806
7am to 10pm
Open 365 days a year

Pueblo

Rumer Drive
St Thomas Virgin Islands
7 am to 10 pm
Mon- Sun
340-774-4200

Entertainment

Standard

The standard of service in entertainment for the Principal is 5 Star in quality, casual in style, and formal in service.

Protocols

While in residence, the Principal prefers to have his guests visit him. Most of his entertainment is casual in style; often involves meals being served; in small groups; and usually in the dining room and sometimes in the living room.

In the Tiki Hut

Seating

- 1, Principal always is to be seated at the end chair, next to his telephone stand.
2. Guests are to be seated to his left and right of the Principal. The Guest of Honor is always seated to left of the Principal.

Settings

Table cloth - to be rotated

Linen place settings

Linen napkins (white)

Plate chargers (dinner)

Casual or China plate ware w/bread dishes

Casual or fine glassware

Silverware

Salt & Pepper

Appropriate condiments

Servers:

One to two servers depending on number of guests dressed formally.

Preferences

Principal enjoys dining and viewing movies sometimes with friends at the compound.

Maintenance

Standard

The standard for service in maintenance is 5 Star in all aspects.

Protocols

Maintenance is to plan and maintain with Principal his vision for the island at all times to include power, water/RO, lighting, plumbing, and carpentry for grounds, structures, walls, roads, and vehicles for the overall look and operations.

According to the Principal's vision, maintenance is to create and maintain structures and systems utilizing materials, equipment, and outside expertise as required..

Preferences

Principal prefers all power and water systems to operate properly at all time, and all structures and grounds to be maintained to 5 Star level.

Schedules

Maintenance to maintain all power, water/RO, lighting, plumbing, and carpentry for grounds, structures, walls, roads, and vehicles on a daily, weekly, monthly, seasonal, and annual basis as required.

Grounds Keeping

Standard

The standard for service in grounds keeping is 5 Star in all aspects.

Protocols

Grounds keeping is to plan and maintain with Principal, his vision for island grounds at all times.

According to the Principal's vision, grounds keeping is to select purchase, plant, grow, maintain, all ground cover, grasses, flowers, bushes, and trees.

Preferences

Principal prefers lush, beautiful grounds full of color that reflect his vision to be maintained to 5 Star level.

Schedules

Grounds keepers are to maintain all grounds on a daily, weekly, monthly, seasonal and annual basis as required.

Travel & Transportation

Standard

The standard of service for travel and transportation for the Principal is 5 Star in all aspects.

Protocols

Principal sets his own schedule and informs necessary staff to drive, fly and transport by his helicopter to the island.

All vehicles, jets, helicopters, and boats are to be maintained in top condition for his use at all times.

Principal flies to St. Thomas on his jet. He then flies onto the island by helicopter. Jermaine Ruan meets him at St. Thomas to help load helicopter with Principal's personal effects. Ann Rodriguez meets Principal at the heli pad on the island and transports all items to the compound.

Once on the island, Principal travels by boat back and forth to St Thomas for any business or shopping.

Pilot for the jet and helicopter is Larry Visoski.

Driver for suburban is Jermaine Ruan.

Captains for boat are Carlos Rodriguez and Ramon Linderman.

Preferences

Principal prefers to set his own schedule.

Principal prefers to fly down on his own jet.

Principal prefers to fly over to island on his own helicopter.

Principal often prefers to pilot his favorite red boat back and forth to St Thomas.

Schedules

Principal sets his own schedule.

All schedule for staff involved to transport him to island flows from his.

Safety & Security

Standard

The standard for safety and security in clothing is 5 Star in all aspects.

Protocols

Safety

First aid kits are to be maintained throughout the island along with a current general first aid manual.

The island manager and boat captains are to maintain certification in CPR.

A defibrillator is to be maintained on the island..

Fire extinguishers are to be maintained throughout the island.

All vehicles, boats, and equipment are to be maintained for safety.

All vehicles, boats, and equipment are to be operated safely.

Transport plans to St. Thomas are to be maintained for medical assistance along with current contacts.

Emergency plans for hurricanes are to be maintained along with current contacts.

Security

Only staff, invited guests, vendors and those with appointments are allowed on the island.

Principal is never to be left alone on the island.

The island is always to be occupied by staff.

No pictures are allowed of the island, unless approved by the Principal.

Security training and plans are to be maintained for all staff.

Preferences

Principal desires a safe environment for all on the island.

Principal does not desire personal security during travel or on the island.

Schedules

All fire extinguishers are to be checked annually.

All CPR certifications are to be recertified every two years.

All medical, emergency, and security plans are to be updated as required and reviewed annually.

Guest, Elder, Children, Pet Care

Standard

The standard for care of all people and animals is 5 Star in all aspects.

Protocols

Principal has no elderly parents, children, or pets to take care of.

Guests are to be sent personal preference item request forms to complete before arriving to fulfill their needs while visiting.

Guests are to be transported by islands staff to and from the island.

Guests are to be greeted by staff upon arriving and departing, and escorted by staff as requested while visiting.

Guests are to be served as the Principal is served while visiting to insure their accommodations, comfort, meals, and any entertainment are of the highest standard.

Preferences

Guests' preferences are to be determined before guests arrive for meals, accommodations, and entertainment.

Schedules

If guests are attending an event of the Principal, schedules are to be provided before hand and updated as required for all guests.

If guests are visiting otherwise, they are free to set their schedules with the Principal and staff is to accommodate.

Schedules and Attachments