

**From:** Mark Tollison <[REDACTED]>  
**To:** Richard Kahn <[REDACTED]>  
**Subject:** FW: Table fo Contents, etc., for LSJ Manual  
**Date:** Wed, 30 Oct 2013 00:33:53 +0000

**Importance:** Normal

**Attachments:** Manual\_Table\_of\_Contents.doc; Room\_Cleaning\_Guidelines.doc;  
31\_Certified\_Household\_Manager\_Sample\_Day\_in\_the\_Life\_TM.doc;  
32\_Housekeeper\_Sample\_Day\_in\_the\_Life\_TM.doc;  
34\_Sample\_Day\_in\_the\_Life\_TM\_TEMPLATE.doc; 38\_CleaningTaskSheet.doc;  
57\_HM\_5\_Day\_Weekly\_Schedule\_with\_MTM.xls; 86\_StaffCalendar.doc;  
59\_GuestsSchedule.doc; 62\_Monthly\_Maintenance\_Task\_Sheet.doc

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Rich,

I sent this email and the email regarding the 10 areas of Service (cc 'd you) we will establish the Service Standard for LSJ in the manual to Anna to review with her. I will be writing most of this, but she will also supply me with information I will need to do so.

Flags have been replaced, uniforms for staff to be discussed with JE by her.

I had here drive me around to review the island as a protocol to implement for her position each morning and /or evening to check on all things.

Best regards,

Mark

Mark Tollison

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From: [REDACTED]  
To: [REDACTED]  
CC: [REDACTED]  
Subject: Table fo Contents, etc., for LSJ Manual  
Date: Tue, 29 Oct 2013 18:08:40 -0600

Anna,

As the Director of Residences I will help create and maintain the highest standard of service with our Prinicipal's preferences incorporated for his island property. This level of service requires structure, organization, training, consistency, regular review, and oversight. The manuals will be instrumental in achieving this since they will delineate the areas, standard, his preferences, and the tasks with schedules necessary.

For each property the areas that will be covered are as listed below to create and maintain the highest level of service for you. These areas listed are the ones taught and used by the premier international estate management institutes- Starkey International Institute and the International Butlers Academy. I used them as well in my consultative site visits to the properties of billionaires while Chief Strategy Officer for Starkey International Institute to create or fix the high standard of service for them- which involved creating comprehensive service plans, manuals, required staff descriptions, hiring said staff, training them, and reviewing service bi-annually or annually as desired.

Please make two copies of each and lets review the attached: table of contents, and examples of room cleaning guidelines, day in the life (general daily routine), task sheets, weekly schedules for you and staff, and guest schedules.

Remember we want to include in each of the ten areas: 1) the Standard for each area to be created and maintained (with requirements), any of his Preferences in each area, the Tasks needed on a daily, weekly, monthly, etc., basis, and the Schedules (on a daily, weekly, monthly, etc. calendar).

I will send you the forms to use to create the Standards next in all of the ten areas.

Please do not worry, I am going to help with all of this.

We will also add photos and checklists, etc.,for certain areas along the way, with addresses and contact info for other areas.

Best regards,

Mark

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Mark Tollison

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