



Presented by: Keith Greenhouse - 212 889 6609



Laurence Cousin

PROFILE

A self-starter with strong organization and communication skills and a creative and structured personality. Management and administrative abilities for high-end private residences, luxury boutique hotel or luxury spas operations. Past professional experiences with the Relais & Chateaux and the hospitality industry. Excellent planning, organization and documentation skills. Intuitive and persevering, I am a multi-task achiever. With a high energy level and a strong sense of urgency, I process information quickly, prioritize workload to meet deadlines and motivate teams towards common objectives. Able to work independently as well as with a team, I am very hands-on with a "can do attitude". Providing always the best of my abilities, I possess a proactive approach to my work. Problem solver with impressive time management skills, I infuse my common sense, logic and determination to make sure that things are always moving to the right direction. My innate sense of design is a great asset to my professional background and completes my European culture.

EXPERIENCE

Consulting Projects

2013-2014

Art collection management, household protocols, staffing recommendations for UHNW family, Greece and USA.

Wildlife conservation foundation project for Cartier.

Estate Manager / PA Levesque family

2010-2012

Managed for a family of 5 a large Estate in Weston, CT plus 2 houses in New Hampshire and a RV coach.

Served as a Personal Assistant for 2 Executives involved in the entertainment business, movie industry and politics. Maximize quality and minimize cost in all areas of responsibility.

Staff and budget

- Created all employees' job descriptions and schedules, as well as all household personnel policies, letters of employment and confidentiality agreement in accordance with State laws.
- Recruited, trained and managed suitable staff of 8, including property managers, nannies, cook, housekeepers and driver, to carry out responsibilities.
- HR responsibilities: managed and reported employee's payroll (ADP) and direct deposits, vacation time and days off, maintained personnel files, kept employees records up-to-date, performed orientation for new employees.
- Direct reports up to 21.
- Created hours reporting time sheet. Managed and report hours and overtime with accuracy.
- Controlled and reported contracted employees working hours.
- Managed household expenses. Saved \$200K for year 2011 by lowering construction cost, house maintenance costs and decreasing payroll by hiring employees at lower hourly rates.
- Improved banking and credit cards protocols.
- Received and reviewed all invoices and monthly bills for the 3 properties. Created online accounts.
- Controlled employees' expenses. Set up expenses protocol and forms.
- Set up maintenance calendar and invoices/statement calendar
- Liaised with the family accountant to maintain records of invoices and secure the appropriate and necessary funds for the expenses of the Estate (including cash disbursements).



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- Analyzed, evaluated, and made recommendations with regard to potential purchases, construction, vehicles, systems and equipments.

Residences

- Daily running of the main CT residence to the highest standards in every detail.
- Formulated plans for routine work, seasonal projects and special projects, modifying plans appropriately in accordance with principal's goals and preferences.
- Create preventive maintenance routine and disaster emergency plans with corresponding vendors and contractors.
- Organized entirely the CT and NH homes at the request of the principals: designed new pantries, created minimum inventory lists for grocery, supplements and toiletries items; organized all cabinets and closets, pictured and listed all attic items, labeled drawers, shelves, audio/video system.
- Set up grocery delivery and online shopping to minimize errands.
- Responsible for sourcing, evaluating and monitoring cost effective vendors for special projects; review and negotiation of vendors' contracts including builder, architect, designer and photographer.
- Managed construction projects and renovation at the main house : pool construction, security room construction, laundry room construction, safe, pantries, window well, secondary water well pump, walking closet, electrical panels & generator panels set up, kitchen appliances update, new dock boat for NH property, new appliances for NH property.
- Managed yearly maintenance projects including: painting inside/out, wood floor refurbishing, stone floor and countertop refurbishing, driveway sealing, outside patio refurbishing, outside kitchen updating.
- Supervised \$15million house construction in New Hampshire with architects, contractors, designers, attorneys and construction manager: reviewed electrical, sound system, video system, phone & data system, shades and home theater integration, reviewed home furnishing design project, reviewed underground shelter project.
- Maintenance of household: Smart home technology, HVAC, audio/video, electrical, landscaping, pool service, 5 cars, 3 motorcycles, boat, jet skis, carpentry, alarm system, gym equipment, etc...
- Manage an extremely high volume of daily service calls.
- Managed software (Aqua link, Exchange, Frost Bow); deal with multiple iPads, iPhones and network issues; liaised with the office IT department for improvements and solutions.
- Scheduled quarterly visits and "as needed visits" of NH properties: reviews with property managers.
- Created and maintained photo folders database for items sent to each property.
- Created complete household inventory using Frost Bow.
- Maintained appropriate inventories for the RV coach, reviewed needs with the driver.
- Maintained a \$1million sports equipment in home gym.
- Holidays decorating design for Halloween and Christmas.

Office and other

- Managed heavy personal schedule: personal appointments, travel, builders' meetings, political events, vacations, school and after school activities.
- Created a complete Outlook contacts and calendar database for each property. Manage up to 8 calendars(i.e: principals (2), children (3), maintenance, pet, employees)
- Liaised with the office to schedule an extremely high volume of appointments and travels; planned family, friends and relatives' attendance at important business events.
- Managed all family, friends and relatives birthdays gifts. Managed all gifts lists for Christmas (up to 200), Easter, Valentines, Mother's day.
- Inventory of large jewelry/watches collection and art pieces using Frost Bow household inventory software.
- Created emergency and security procedures with Chief of Security.



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- Served as personal shopper, managed wardrobe for principals and children.
- Created monthly calendars for children activities, appointments, school events and parties.
- Created and managed household lists (i.e.: grocery, cosmetics, appliances, dry cleaner log for traceability, medications for prescriptions' control, etc...)
- Set up VIP hotel accommodations with hotel managers, head of housekeeping and security for annual mega business event.
- Set up extensive VIP tours for children, friends and family.
- Booked heavy private jet's transportation (NetJets) and ground transportation accordingly.
- Managed heavy private car services.
- Event planner for parties for 100 guests.(menu,invitation,caterer, animation,floral design,)

Estate Manager / Paul Bluhdorn

2009-2010

Managed for a family of 4 a large Estate in Bedford Hills with 5 houses including a 23 rooms Georgian Mansion plus a New York apartment as well as 7 cars and 5 dogs. Served also as Personal Assistant for the head of the household.

Staff and budget

- Controlled household expenses
- Reported employee's payroll (16) (Paychex) and direct deposits. Researched and updated health insurance with broker,
- Implemented Time Soft System, a software and hardware used to control employees schedule and hours reporting. Process employee time & attendance data from the eTime system.
- Recruitment and direct management of a household staff of 16 (live-in and live-out employees), including Private Chef, Nannies, Weekend Nannies, Housekeepers, Houseman, Care taker and Drivers.
- Created all employees' job descriptions and schedules as well as all household Personnel Policies, Letters of Employment and Confidentiality Agreement in accordance with State Laws. Hired a NY labor attorney.
- Liaised with the family accountant and the family New York office to maintain records of invoices.
- Reduced by 50% the 2010 landscaping, snow plow, pools, sprinkler and HVAC maintenance budgets by shopping around and securing better contractors, representing a substantial saving of \$200K.
- Negotiated a settlement with Bedford Town Hall following an inspection regarding pool regulation compliance: saved thousands of dollars installing a pool floating alarm instead of refencing the entire pool area.

Residences

- Created a Service Flow and Family Desired Standards (5 stars Swiss hotel quality)
- Built ALWAYS and NEVER lists for each home. Built lists and standards documents and continue to streamline them and make them better overtime.
- Managed an extremely high volume of daily services: contractors, suppliers, designers and decorators (including weekly floral design).
- Managed wardrobe with vendors (clothes, jewelry, accessories)
- Established various maintenance logs: car logs including all car information, service and expenses as well as a dry cleaner log for maintenance and traceability of high end wardrobes.
- Planed, staffed and executed a full household inventory using Frost Bow Household Inventory software.
- Subscribed to VPI pet health insurance saving thousands of dollars to the principal; managed all claims and liaison with veterinarian for any emergency situation and routine cares.
- Implemented a shared Mac and PC compatible Gmail calendar for staff iPhone usage.

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- Researched and implemented multi AT&T M-Cell devices to obtain iPhone AT&T coverage in the various properties saving principal thousands of dollars over previous quotations
- Monitor NetVu Observer in and out camera system for household safety. Updated alarm system.
- Overviewed maintenance and updated of 4 automated gates with multiple car gate openers.
- Installed Invisible Fencing dog protection in and out; implemented and supervised dog training.
- Understanding of smart home technologies including Kaleidescape Home Media and Infra Ray systems.
- Reviewed the extensive outside Lutron lightening system; created a complete map with pictures of the designated areas and a reference document.
- Reorganized and mapped a phone system with 21 intercom extensions.
- Supervised receiving of valuable art pieces and hanging of museum quality paintings.

Office and other

- Created my own office in order to run all properties as Estate Manager and Personal Assistant.
- Answered a high volume of daily phone calls (principals, services and maintenance), acted as a gate keeper.
- Created a complete Outlook contacts database for suppliers, family and household. Created and managed multiple calendars: family/social calendar, maintenance calendar, staff and pets' calendar.
- Organized international travel arrangements for family and staff, private and commercial.
- Reorganized, maintained and updated all household computers (11) and printers. Researched and implemented a general online data backup process using Carbonite.

Artistic Director / House Manager, Pamela Hoiles

2008-2009

Served as Artistic Director for an opera singer. Ensured that the Greenwich household runs smoothly and with impeccable flair, excellent taste and the utmost of personal care and timeliness.

- Managed social calendar and correspondence.
- Organized international travel arrangements: booking of private aircrafts; created travel protocol including packing and required hotel special VIP status.
- Art organization for Pamela Hoiles' concerts: costumes, design and edition of invitations and programs; coordination with caterer and florist.
- Personal shopper for Pamela Hoiles, her family and friends; created exhaustive cosmetics and make-up lists for performances.
- Party planner: creation of table theme settings including dinner menus and place cards; floral arrangements; crystal and china selection; food selection and wine pairing with chef or catering.
- Fashion stylist: oversaw Pamela Hoiles' wardrobe and accessories for various venues.
- Supervised daily activities of the household staff of 15, including Butler, Personal Assistant and a Private Executive Chef. Managed female housekeepers.
- Supervised house renovations, maintenance and repair activities in and out.
- Procured equipment, supplies and services as needed.
- Coordinated and assisted with the operation of the household.
- Maintained house inventory using Frost Bow, household inventory software.
- Oversaw the operations of a second household located in Canada.

House Manager, McHugh family

2008

Busy couple with one infant needed a House Manager to take care of their new born to manage their busy calendar and run the daily schedule of the house including maintenance, garden design supervision, house renovation supervision and personal shopper.

Estate Manager, Honorary Consul General of Switzerland

1995-2000

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Managed the busy schedule of the Consul in Barbados. Developed a perfect sense for acting as a gatekeeper and master official formal parties.

- Traveled locally to the Caribbean to meet with local diplomatic representatives.
- Supervised the Consulate office, delivering passports and other official documents.
- Planed all official gatherings with international delegations and local representatives of HRM Queen Elizabeth II on behalf of the Ambassador of Switzerland including security, protocol, catering, floral design, table setting, etc.
- Managed residence, staff of 8, construction, garden renovation.

Estate Manager, Ketty Pucci-Sisti Maisonrouge 1992-1995

Managed the operations of a 15,000sq.ft. Estate plus guest cottage and pool house in the exclusive Sandy Lane parish of Barbados for a prominent Manhattan based family.

- Managed a total staff of 10.
- Personal shopper: travel locally to St Lucia, Antigua, and St Barth's.
- Managed Estate maintenance, suppliers, contractors, vendors
- Planed all events, dinner parties, cruise and weddings for 100 guests and up.
- Supervised house renovation and garden design over the Sandy Lane golf course with architect, contractors and designers.
- Supervised house decoration and purchased antique mahogany furniture in the islands.

Past professional experiences as Director of Communication in the Hospitality Industry 1982-1990

EDUCATION

Bachelor Degree, Marketing and Public Relations (E.F.A.P.), Paris France
Baccalaureate with Honors, France

LANGUAGES & SKILLS

Bi-lingual, English and French.

Member of the International Institute of Modern Butlers.

Daily use of Outlook, Word, Excel, Mac, iPhone, iPad, iCloud, Numbers, Pages, Safari, Quicken, Publisher, Corel Paint, Photo Shop, and Frost Bow Household Inventory.

Carpentry course Norwalk Woodworking Club. Over 10 years of Yoga practice.

Garden & home design. Deep knowledge of the luxury industry, antiques and art collection management.