

sybarite

LIFESTYLE MANAGEMENT

Residential Hospitality About Aspen Housekeeper Academy Client Access

ESTATE MANAGEMENT

HOUSEHOLD MANAGEMENT

EVENT PLANNING

PERSONAL CONCIERGE



INITIAL MEETING

We begin each project with a visit to the client's residence. We tour the home, observe the staff, survey the household operation, and meet with the principals. It is very important that we establish a clear understanding of what the client wants and what is not currently effective.



DEVELOPING STAFFING PLANS

After this initial meeting, we develop systems and procedures that will bring the home up to the desired standard. Creating a staffing plan is the next step in the process. The staffing plan lists the types of positions needed, the number of staff required, and a work schedule that will allow the staff to provide the appropriate service. Once there is agreement on the staffing requirements, a scope of work is developed.



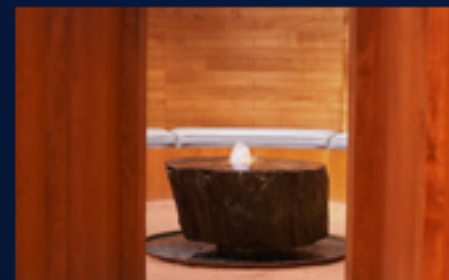
TRAINING HOUSEHOLD STAFF

Training is the next area which is typically conducted. We work alongside the staff to observe their work habits, knowledge, and current routine. Once this is done, it is determined which staff is best qualified for each position that has been established in the staffing plan. The staff is then assigned a position, given a position description, acquainted with the position, trained on the job duties, and supported until they are confident and comfortable in the daily execution of their job tasks.



CREATING THE HOUSEHOLD MANUAL

Once the training is complete, the staff is left to perform their jobs for a few weeks. We then check with the family to ensure their satisfaction. If all is well, the standards, procedures, and systems that were implemented are documented in a household manual. The manual becomes the hallmark for the operation of the home. This manual is a living document which is to be updated when any modifications or additions to the standards are made. The manual is an invaluable tool which ensures that new staff is trained to the same standards the current staff is following. Additionally, it becomes a reference for the staff to verify that all of the family's desired services and needs are being consistently delivered.



FILLING A NEED

A niche that we fill extremely well is the transition of a family into a new home. Where the architect and the interior designer leave off, we begin. Our services offer suggestions and buying opportunities for the gamut of daily items that are often overlooked when planning for a well appointed home. Some examples are: china, stemware, flatware, serving pieces, table linens, bed linens, bathroom

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sybarite / sí bə rít / n. & adj. •n.
a person who is devoted to sensuous
luxury; voluptuary. •adj. fond of
luxury or sensuousness.