

To: [REDACTED]
From: [REDACTED]
Sent: Sat 5/26/2001 1:46:38 AM
Subject: Palm Beach

Ms. Maxwell:

I'm ALSO at a loss...!!!

John and I specifically talked last week about how important these details are. About two weeks ago I faxed your check off lists to John in preparation for the manual. These are the lists you made and I'd say they are at least 3/4 complete. (This is the third time I've reviewed these lists with him since I've started.) He stated the lists are complete although I definitely want to add to them and edit them as your needs change.

He also assured me that he checks the lists prior to each visit. He showed me a white notebook (maybe 6 weeks ago?) on the shelves in the kitchen where he keeps the lists that he checks off, signs and dates before each visit.

FIVE of the six items you mentioned are on the list! I'm not sure about #5 (are you referring to changing the ink cartridge?) John CLEARLY understands he is to check Mr. E's computer prior to each arrival. I'm quite sure of this because we've discussed it several times and as recently as my visit last week.

As for your second email, the Band-Aids are on the list titled "Supplies needed in the house at all times" which is part of his check off list.

Our Household Manual draft does indicate where to purchase "cleaning supplies" (Publix and Sam's Club-PB Gardens) and states "use only Tide with bleach, downy softener (switch fragrance every 2-3 month), bounce dryer sheets". We did edit and review this information last week however we have not completed an inventory list/check off list of supplies yet.

I believe we have a GOOD start on the manual but it's certainly not up to our standards and needs further work and detail. I'd really like to add more detail prior to making a change in Management. If we had uninterrupted time, I really think John and I could have a respectable draft in one to two days but getting uninterrupted time is nearly impossible!

John told me last week that he feels he is doing a much better job and is focusing on details. I don't plan to speak to him until after you leave but I'm sure he'll say he is distracted with the loss of his father in law. Obviously we don't want an attitude while you're in residence!!

I'd like to discuss this with you and hear how the interviews go. Remember, we also have 6-8 resumes from the NY area which I'll follow up on.

Jerome does power wash the pool deck. One thing I did notice... Jerome was working on the staff house. John said Alan has a contract with Frank Steele and Jerome was not on our time. I asked John to make sure we're getting our hours...

Please call anytime if you want me to take any immediate action or if you'd like to discuss this...

Regards,

[REDACTED]

-----Original Message-----

From: G. Max [mailto:████████] Sent: Friday, May 25, 2001 12:05 PM To: ██████████ Subject:

████████ just received the zorro stuff thanks

I am sending you this not for you deal w/it this w/e but for next week

I need to know what if any list John is using and he needs to understand that he is doing a truly awful job.

1. There was no drinking water in the black Merc
2. There were no pens in the black Merc
3. The bulb on JE desk ws burnt out when we arrived
4. The pool deck was so filthy JE had to ask him to pressure wash it. Is this not the gardeners job and if so why does John not have it done 5. Even thought John sd that he changed the colour card in the computer - having done it could he not see that it was exactly the same as before ie no different and that obviously JE would not be happy w/it?
6. The massage creams etc in JE's bathroom were a mess no one had tidied up and arranged them so it was neat

I am at a loss. Plse for a long as we have to work w/him there has to be a list - you need to figure out how to make sure he is doing it.

How are we doing w/the PB manual - where do we stand w/it?

G