
From: Mark Tollison <[REDACTED]>
Sent: Friday, October 25, 2013 5:31 PM
To: Jeffrey Epstein
Cc: [REDACTED]
Subject: RE:
Attachments: 9 E Manual Draft 10.13.doc

Sir,

Per your request is an=attached is the draft of the manual I have completed so far for 9E. If you=remember you requested that I complete for your review first the housekeep=ng and maintenance areas with schedules which are completed and are part o= the attached. As you can see I am in process of completing the rest and w=ll do so as soon as possible. Necessary photos and lists will be added upon completion. It wil= be reviewed with all staff after your approval and will be updated=nbsp;quarterly when completed.

A comprehensive manual=(in hard copy only currently for my review- have asked for in WORD to work=with) exists for Zorro Ranch which I have reviewed in detail, am =pdating with Karen and Brice, and will standardize.

A comprehensive manual=(in hard copy only currently for my review- have asked for in WORD to work=with) has been started by Anna for LSJ and I have discussed =n person and followed up via email the standard areas that h=ve to be used and incorporated.

This position of Direc=or of Residences should create and maintain the highest standard of servic= with your preferences incorporated for all of your properties. This level=of service requires structure, organization, training, consistency=2C regular review, and oversight. The manuals will be instrumental in ac=ieving this since they will delineate the areas, standard, your prefer=nces, and the tasks with schedules necessary.

For each property the =reas that will be covered are as listed below to create and =aintain the highest level of service for you. These areas listed are the o=es taught and used by the premier international estate management i=stitutes- Starkey International Institute and the <=t1:PlaceName w:st="on">International Butlers Academy. I used them as well in my consultative s=te visits to the properties of billionaires while C=O for Starkey International Institute to create or fix the h=gh standard of service for them- which involved creating com=rehensive service plans, manuals, required staff&=bsp;descriptions, hiring said staff, training them, =nd reviewing service bi-annually or annually as desired.=/SPAN>

Areas:

Administration
Housekeeping
Valet (Clothing)<=o:p>
Culinary
Entertainment
Maintenance=/SPAN>
Grounds
Travel & Transpo=tation
Safety & Securit=
Guest, Elder, Chil=, and Animal Care

The table of contents or the manuals of all properties will be as follows: </:p>

Table of Contents= /SPAN>

Location

Residence

Residents

Principal Preferences= /SPAN>

Principal Schedules< /=PAN>

Staff

Staff Duties< /=>

Staff Schedules

Vendors

Areas (to be maintained- administratio=, housekeeping, valet, culinary, entertainment, maintenance, g=ounds, travel & transportation, safety & security, guest=2C elder, child, and animal care).

Note that some properties will have extensive sub areas within these standard ones listed above. All will have upon completion extensive references identified for the Principal and any Guests desired.

If budgets with capital improvements are also desired for the properties they will cover these areas as well. A proposed 2014 budget with capital improvements identified has been created and submitted to you for Zorro Ranch. I plan on creating budgets (with capital improvements) for all properties as desired.

In the past I have created and maintained the highest level of service for the principals I served for their properties using manuals and budgets. I involved the estate/household managers in the creation of both so they could understand their respective purpose and application. Manuals and budgets were reviewed and updated quarterly. New budgets were prepared every year.

I have set up weekly calls with the managers of Zorro and LSJ to review operations. Weekly reports will be continued and maintained. Managers of these properties are/will be communicating and directing staff and vendors daily.

Daily sign off sheets are to be implemented by staff for managers with managers signing off on as well.

At 9 E, I am updated by household and maintenance staff verbally about what is being and has been done. I also receive an update weekly from maintenance and from housekeeping on major items.

Best regards,

Mark

Mark Tollison
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&n=sp;

=3B

Date: Fri, 25 Oct 2013 08:14:12 -0400

Subject:

From: jeevacation@gmail.com

To: [REDACTED]; [REDACTED]

please provide me a status of manuals to date, wit= copies to steve hanson

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