

# FRANK HAAS

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## PROFILE

- Extremely dedicated and results-driven Household/Estate Manager and Personal/Family Assistant with sophisticated management expertise and 12 years of experience managing multimillion-dollar properties and multi-property estates for individuals, couples and families on the East and West Coasts.
- Diligent and meticulous in understanding the unique requirements of the upscale client, combining business savvy with social graces and an eye for detail. Known for going beyond what is required in order to exceed the expectations of executive families requiring exacting standards.
- A proactive, hands-on motivator with a mastery for anticipating needs, providing solutions, selecting quality personnel, defining expectations, and positioning all levels of staff for success.
- Nine years of success as Event Services Manager for a prestigious, family-owned facility. Extensive culinary expertise including menu planning, special diets and attention to presentation.

## PROFESSIONAL EXPERIENCE

### CHIEF ASSISTANT, San Francisco, CA

2012-present

- Initially hired on a short-term basis to provide household management and personal assistance to private couple at their four-story, 5,000 sq. ft. home.
- Position has evolved and expanded to include greater responsibility and a longer-term contract based on excellence in performance of duties and establishing a personable yet professional rapport with clients and their guests.
- Ensure exceptional care of client's antiques, Persian rugs, family heirlooms, and collectibles from world travel, with particular attention to the care and cleaning of these treasured items.
- Provide cooking and cleaning services, companionship, dog walking, and transportation to appointments, as well as entertaining guests. Coordinate planning and logistics for holiday party.
- Act as liaison with outside vendors and contractors to facilitate and oversee the accurate and timely completion of household projects.
- Listen with care and respect to client needs, quickly and professionally responding to ensure client satisfaction, security and contentment.

### ESTATE MANAGER & PERSONAL FAMILY ASSISTANT, Santa Barbara, CA

2007-2011

- Oversaw and supported three properties – a 2,750 sq. ft. main house, a 1,250 sq. ft. guest condominium, and a 3,000 sq. ft. house.
- Designed and implemented maintenance programs to ensure timely upkeep of properties and equipment. Routinely inspected homes and property; initiated repairs as needed.
- Supervised housecleaning staff, gardeners and landscaping, as well as maintenance and repair contractors. Assisted with repair and maintenance of vehicles and 42 ft. sailboat.
- Facilitated new home construction and ongoing remodel projects. Sourced and managed multiple vendors, resolving issues as they arose in order to facilitate accurate and timely completion.
- Prepared houses for frequent guest visits. Personally greeted and ensured the well-being of high-profile guests and acted as VIP concierge.
- Orchestrated impromptu and special events from inception to completion, including RSVPs, catering, service, music, and entertainment for casual and formal dinners, holiday parties, business and community events, and receptions for 100+ guests.

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- Recognized for creating a warm and welcoming ambiance for each occasion, and for exceptional follow-through and cleanup.

- Prepared and served up to five dinners weekly, with careful attention to client's particular preferences and emphasis on authentic, fresh, seasonal ingredients. Provisioned household and kitchen items. Inventoried and maintained plentiful stock of all consumables.
- Researched major purchases and managed household budget, including petty cash, credit and checking accounts. Organized files, records, schedules, vendor contracts, and menus.

**ESTATE MANAGER, Bel Air, CA**

2006-2007

- Entrusted with oversight of two properties – a 20,000 sq. ft. house in Bel Air and a 10,000 sq. ft. home in Manhattan Beach.
- Supervised and oversaw payroll for a full household staff. Scheduled vendors and contractors, managed household finances, and coordinated major purchases.
- Consulted with multiple professionals, including attorneys, accountants, real estate agents, and staffing agencies.
- Coordinated major entertainment events and dinner parties of up to 100 guests.
- Established household policies and procedures; created detailed manual for staff.

**HOUSE MANAGER & PERSONAL ASSISTANT**

New Orleans, LA; Saddle River, NJ; and Long Beach Island, NJ

2000-2006

- Provided personal services at three residences: a 15,000 sq. ft. estate, an 18,000 sq. ft. estate, and a 9,000 sq. ft. estate. Prepared, opened and closed all properties for family and guest visits. Traveled frequently between properties to coordinate extensive decorating and social projects.
- Screened and delivered communications, organized social calendars and entertainment activities, and orchestrated all family affairs, including budget and expense management. Planned events for four to 200 guests. Acted as 24/7 nanny to grandchildren for one year.
- Provisioned household items; maintained inventory and security for high-end furnishings.
- Agent on duty for \$4M restoration of nationally recognized antebellum mansion in New Orleans.

Previous experience includes:

**GUEST SERVICES / CAPTAIN, COMMANDER'S PALACE, New Orleans, LA**

1998-2000

- Delivered five-star service to diverse clientele at one of New Orleans' most renowned restaurants.

**EVENT SERVICES MANAGER, AVON OLD FARMS, Hartford, CT**

1989-1998

- Seamlessly produced 800+ complex events per year at this prestigious facility, from intimate gatherings to business meetings to opulent weddings and lavish celebrations.
- Meticulously planned each event to ensure the satisfaction of up to 500 guests. Trained, scheduled and supervised 100+ staff in logistics and quality of service.

## **PROFESSIONAL DEVELOPMENT**

Member, Domestic Estate Managers Association in San Francisco, Los Angeles, and New York

Chef Apprentice and private lessons with renowned chefs in multiple cooking styles, including French, Creole, New England Fare, and California Cuisine.

Specialties: 10 years personal and professional experience with Apple hardware and software products including: Mac OS X; iLife Suite; iCloud; iPhone; iPad; Microsoft Office Suite for Mac; Digital Photography and Video Electronics, Crestron Electronics Home Automation

Excellent driving record; thorough security clearance; well-traveled, with network of quality vendor contacts in the San Francisco Bay Area, Santa Barbara County, New Orleans, New Jersey, and Connecticut.

Coursework in Portraiture & Industrial Photojournalism, Colorado Institute of Art, Denver, CO