

## CONCIERGE SERVICE



### What is concierge ?

Services: it is an Assistant who does her best in order to satisfied customer's needs.

Concierge person must manage all possible and impossible requirements, and if successful, it is highly appreciated. Every concierge is building networking contacts so as to make his/her work much more smoother.

**"Concierge is only as good, as is his/her network of contacts"**

## I. BUSINESS SERVICE

- **Reservation:** Arrangement of all necessities in business and private trips, rent and reserve hotel and accommodation, flight tickets, rent a car, insurance (for trips and others) make up detailed itinerary, on-line assistance services (in emergency cases).
- **Organization:** Arranging meetings, planning of dealings, courier and post services, supplier and delivery services, pick up post and messenger or documents, Office support, VISA and passport arrange / permanent and Residence permits, authentication apostile and validation.
- **Administrative:** Call screening, take notes, calendar and diary management, hand over post and emails, make out company correspondence, orders and supplying of office implements, preparation and dealing with Presentations (PowerPoint), evidence and re-examination documents, updating webpages, WordPress.

## II. DIARY MANAGMENT

- **Organise meetings, social, cultural events:** Event timing, sport activities (outdoor and indoor) , theatre tickets, Opera and Concert hall tickets, cinema.
- **Car & Pick-up service:** Parking permit applications, Insurance policy administration, STK control (technical), Mechanic – car and vehicles, Personal chauffeur, Pick-up: Airport, train station, rent a car, air, yacht, limousine charters, reserve tickets, flights.

## III. CONCIERGE SERVICE

- **Concierge for shopping:** Personal adviser and shopper, shopping for any kind of goods and services, helping with selection, pick up, delivery and choice of flowers, etc. Services of artist, dancers, comedian, magician, company gifts and souvenir, scout out unique products and services, or contacts.
- **Shopping:** Personal Shopping Assistant, Appliances for the home, Special gifts, or flowers, Source a specific product (We can research products/services, find out prices and availability, and arrange delivery), Delivery of meals, Food / Grocery shopping. Shopping – jewel and gem.
- **Leisure time:** Reservations: Complete holidays, Time building activities, Weekends away, Activity days, Personal itinerary, Airport transfers & taxis, Hire Car & bicycle & limousine & yacht, Reservations tickets: Restaurants & Theatre & Cinema & Concerts & Clubs & Cabarets. Catering service, wedding planning, flower delivery, gift sourcing / purchasing, Jewellery purchase/selection.

## IV. FREE TIME ACTIVITIES

- **Leisure time:** Personal trainer in fitness, personal coach, Personal stylist, Fashion shows, Fashion designer (styling, visage, make-up, cosmetics), Consultancy & Advice, Doctor's consultancy, Surprise trip and pre-wedding party, Golf tee-time reservations, Help with tourist and leisure activities, GPS navigator, Hot Air Balloon Rides, Chartered Aircraft, Yachts & Helicopters, Exotic Automobile Rentals.
- **Special:** Marriage Proposal Settings, Romantic dinners, Auction Representation, music festival and events.

## V. CULTIVATION

- **Translation and Interpreting:** We communicate in more than 37 of the world's languages, native speakers. Languages offered: English, German (Schwabach), French, Italian, Spanish, Portuguese, Serbian, Albanian, Russian, Ukrainian, Macedonian, Dutch, Hungarian, Bulgarian, Romanian, Greek, Turkish, Hebrew, Chinese, Vietnamese, Arabic, Korean and Japanese.
- **Personal Assistance:** Performance of dedicated Personal Assistant for all administration and secretarial work, reliable cleaning services, cooperation and liaison with specialists in notary, lawyer, accounting and tax advisory, IT support, arrange advocate and notary services, financial consultants

\* All provided services are free of any additional fees. Tickets cost, and other reservations and events are offered in proper price list of given companies.

\* Transparent overview of executed work (performed in Excel sheet or directly in Google links).