

Dear

It is a privilege to welcome you as a Member of Kiuki Concierge.

We understand that you have entrusted us with more than just your errands; you have entrusted us with your time, your property, and your peace of mind.

Our goal is to ensure that from this moment forward, the logistics of your lifestyle operate seamlessly and silently in the background.

To ensure we provide the highest level of service, please note the following operational guidelines:

1. Communication Channels

- Standard Requests:
Please send all routine tasks (groceries, dry cleaning, service scheduling) via WhatsApp or Email.
- Urgent Requests: For time-sensitive matters requiring action within 4 hours, please call us directly to ensure immediate prioritization.

2. Our Service Hours

- Standard Service: Monday – Friday, 8:00 AM to 6:00 PM.
- Weekend/After-Hours: Reserved for Tier 2 and Tier 3 members by prior arrangement.

3. The Purchase Float

To maintain the "Kiuki Speed," we will utilize the agreed-upon float for all third-party payments. You will receive an automated notification/receipt the moment a purchase is made, and a full reconciliation statement every Friday and a Month-end report.

4. Security & Privacy

We have recorded your specific estate protocols and household boundaries. All Kiuki representatives are bound by a strict Non-Disclosure Agreement regarding your residence and personal affairs.

Your Dedicated Concierge Contact:

Primary Liaison: _____

Direct Line: _____

Email: kiukiconcierge@gmail.com

We are ready to begin. Please send over your first request whenever you are ready.

Warm regards,

The Kiuki Concierge Team

Discreet.Bespoke.Reliable.

