**Your Front Desk Staff**

Your Resident Concierge’s duties are varied. He or she serves as a liaison between residents and management, for example, filing service requests, managing emergency-related service matters, and enforcing building policies and procedures to name just a few duties. Yet, the Concierge is also an Ambassador of Hospitality, arranging residents’ dry cleaning, dinner reservations, tickets to events, or simply providing them with directions to local attractions. Whether he is assisting emergency response personnel during a fire alarm or welcoming residents home, he is the first point of contact for the property you call home. Therefore, great care and consideration is given to the selection, training, and placement of staff. Knowledgeable yet self-effacing, trusted for professional expertise yet personably unassuming, concierges manage their responsibilities with grace and elan. They are friendly but never too friendly, greeting you warmly as you return home while reassuring clients and residents alike that they are in good hands.

Some of your concierge’s duties include but are not limited to the following:

* Welcoming residents home
* Registering and announcing guests and contractors, following proper sign-in procedures
* Receiving, securing and processing residents’ packages and dry cleaning
* Serving as a liaison to management enforcing building policies and procedures
* Managing, documenting and reporting incidents
* Entering service requests to maintenance, on behalf of residents
* Responding to emergencies
* Arranging taxi/transportation services for guests and residents
* Providing third party referrals to residents such as pet services, house cleaning, travel services, etc.
* Making available to residents the many wonderful services of Platinumvine, online concierge service designed for the way residents live today
* Reserving dinner reservations
* Managing building amenity reservations, for example Guest suites, loading dock reservations, common area amenities
* Managing keys
* Serving as point of contact for property, neighborhood, and city activities and events
* Planning events
* Arranging white-glove, concierge-catered services and amenities at resorts worldwide exclusively for residents of properties we serve

Stop by the front desk today, to see how we can serve you!

|  |  |
| --- | --- |
| |  | | --- | |  |   **Concierge Services, Inc.**  Concierge Services, Inc. was formed in 2006, to raise the standard of staffing service to luxury residences throughout Greater Boston. Today, we are Boston’s pre-eminent service provider selected by industry leaders for our demonstrated history supplying the market with well-trained, mature, knowledgeable, thoughtful, attentive staff for clients who expect nothing less. Concierge Services, Inc. has the most comprehensive training program in the industry, complemented by services online designed for the way residents live today.  Macintosh OS X:Users:larholu:Desktop:WORK:Websites:platinumvine:img:Images:3:ConciergeSer.pngWe value integrity, quality, service, consistency and innovation, and we foster these core values in the relationships we build with employees, clients and the residents we serve. With a rigorous, proprietary training program implemented and supervised by management who also oversees direct communication with staff and clients personally through consistent, daily site visits and regular electronic communication, Concierge Services, Inc. is able to pay clients the individualized attention first class service in our industry demands.  We are centrally located in Boston’s Seaport District with immediate, direct access to the clients we serve. Our customers can expect to see ownership and management of Concierge Services, Inc. at regular team meetings; for impromptu chats; or for last-minute discussions, if the need arises. We are thoroughly dedicated to realizing our commitment to customers, from conception of service through delivery, backed by locally accessible service providers empowered and enabled to manage service thoughtfully and proactively.  We are well-versed in the fundamental principles of hospitality service to the luxury market. Our focus on service is not limited to how concierge service has been delivered in the past. Instead, Concierge Services, Inc. sees and understands how residents live today, and we use technology creatively to share with residents our vision for the future of concierge service. Unassuming, unpretentious and forward-thinking, we earn the trust of clients through hard work, consistency and innovation. Concierge Services, Inc., ‘For the Way We Live Today.’ |