

Lillis, Nicole

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At Your Service: Your Own Personal Assistant

Wouldn't life be easier with a personal assistant? Someone to take care of those non-job related tasks that you just don't have time to do? Children's can't offer every employee their own assistant, but we do have [At Your Service](#).

Many of you use the concierge service to get discounted tickets to local attractions and shows, but did you know they will conduct one-hour's worth of research on any topic for you—at no charge? All you have to do is ask. Think of them as a more personalized version of Expedia.

At Your Service representative Sandra Humphries helps employees plan their vacations all the time. She researches discounts to Disney Parks, cruises, where to stay along road trips, where rental cars are the cheapest... give her your search parameters, and she delivers results. She even helped an employee plan a wedding in Pensacola!

"The bride-to-be first came to me to help her find a wedding planner. Then, she asked about where to rent tables. Then, she asked about bands," Sandra said. "I broke up her free hour of research into four different sessions. We were able to get quite a bit planned for her."

At Your Service representatives will turn around research results in three business days. If you have an urgent request that can't wait that long, it will just cost you \$5 per hour (that isn't payroll deductible).

In fact, *At Your Service* can come through for you in a number of "last minute" circumstances. Forgot to get a gift for a friend and their birthday dinner is tonight? Stop by and pick up a gift card. Need something notarized? Go see Sandra. Did you forget to mail an item that must be postmarked by today? *At Your Service* has stamps, too.

What else?

At Your Service representatives also can arrange for a virtual concierge to go grocery shopping for you, take your car in for service, identify someone to supervise any service taking place at your home, take care of your pets and pick up your mail when you're out of town, and much more for a reduced fee of \$35 per hour.

Is all of this coming as a surprise to you? That is no surprise to Sandra.

"I'm amazed by how many people have been at Children's for a number of years, but never used any of our services," she says. "So many employees tell me, once they know what all we do, that they wished they'd known about our capabilities earlier."

One service that Sandra has tested out at Scottish Rite that Children's plans to roll out to other campuses soon is couponing. She goes through a number of coupon services and categorizes the savings, so it's easy for employees to find what you normally buy, whether it's baby food or vitamins.

"Of course it saves money, but even more important it saves me tons of time by not clipping myself, especially if I forget to pick up a paper one week," says Laura Conn, Executive Assistant. "I stop by Sandra's office occasionally on the way back from lunch to see if any new coupons have popped up. I started extreme-couponing last year, and this definitely adds to the stockpile of duplicates needed to take full advantage of a particular deal. I have walked away with the store owing me money back thanks to this service!"

At Your Service offers a number of valuable resources—but they don't do everything. They don't set up childcare or have information on day camps (use Children's back-up care options or sittercity.com for that).

If you're curious whether *At Your Service* can help you, it's worth taking the time to ask. Representatives are on-site at all main Children's campuses on [certain days](#). Neighborhood locations can access the service via the [At Your Service Website](#) (login: CHOA followed by your employee ID number, password: CHOA) or by emailing atyourservice@choa.org. There's no doubt it will save you time in the long run.



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