

METRO CHICAGO REAL ESTATE MAGAZINE

Concierge Service Helps Office Routine

At one time, office buildings were full of offices and very little else, expecting such functional necessities as elevators and restrooms. Some offered soft drinks and coffee dispensers while a few others had a restaurant on the premises. The word "amenities" did not carry the significance it does in today's market.

Then, smart developers and managers started adding luster to their product with conference facilities, luncheon areas, elegant atrium lobbies, interior landscaping and a host of other features. The latest addition to this parade of welcome enhancements to the business environment is the corporate concierge.

Now featured in some of the Chicago area's most prestigious office buildings, the concierge concept has really caught on as one of the most valuable service amenities a manager could offer busy tenants. As the visible ambassador of a building, the concierge is typically located on

the lobby level, available to tenants as a resource.

The busy professionals of today's world are also often held hostage by time consuming business demands. Today's concierge comes to the rescue by providing professional expertise in a myriad of services, saving valuable time and meeting tight deadlines.

Typical services include appropriate recommendations for dining, gift selection, and special tenant events planning. From ballet to baseball, restaurant to hotel, our clients' selections are secured around the world with experienced care. The concierge can arrange travel and transportation by plane, boat, limousine, towncar, or private jet.

The cost to implement a concierge program is dependant on the size of the building and its occupancy level. Ideally, a concierge desk should be located in the lobby of the building. Concierge services can also be provided via a "Concierge Hot-

line" through or main office, for smaller properties or individual professionals. In either case, the concierge is an important liaison between the tenant and the building's management.

Once a decision to retain a concierge has been made, the choice should center on a company with experience in the field, extensive references and provable resources. Before hiring a firm, ask questions. How efficient is the management of the staff? How many years in the concierge business? How much exposure to the office market as opposed to hotel or residential? Ask to be briefed on assignments previously handled by the prospective concierge company. □

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