



I have heard of a concierge at a hotel, but what is a personal concierge service?

Think of a personal concierge as someone who can attend to the little – and the big - details of life for people who don't have the time to attend to the details themselves. So, in a way, they are similar in some respects to a hotel concierge. For instance, a business person may use the services of a hotel concierge while traveling and the services of a personal concierge after returning home. Black Pearl Concierge allows our clients to manage and improve their professional and personal lives.

How can Black Pearl Concierge help me?

We cater to our clients' needs and strive to make life easier for them. We do the things that they don't have to. Our goal is to save our clients time, and give them the flexibility to do the things that are important to their lives. We partner with top vendors that value the same quality of service that we do.

How exactly does it work?

Rather than hiring a personal assistant or concierge company that bills you hourly, Black Pearl Concierge allows you to place "requests" for anything at anytime. We offer 3 levels of membership, each priced by how many "requests" you can place in a month. You pay for your monthly recurring fee and there are no additional costs whatsoever. When you join, you will receive a private member number which authorizes you to call, email or submit online requests.

I already have a personal assistant, why would I need your service?

Actually personal assistants can use our service to help assist them in their client's affairs. While Personal Assistants are extremely helpful, they do not have the established relationships and cannot be every place at once. Black Pearl Concierge is not here to replace your personal assistant, but to provide them with a service that compliments them in providing you with more efficient service.

The service sounds expensive, how much does Black Pearl Concierge services cost?

Concierge service is not just for people with deep pockets. Time-saving perks are enjoyed by everyone. We feel that our client's time is priceless. With that said, the cost of our service is surprisingly affordable when you take into account the value of your time. The cost of the service depends on your request. Membership options are available and bring the most value and convenience to our clients. Whether you elect to subscribe to a membership or use our service by request, you will appreciate the value of our service. Please contact us for a quotation that meets your requirements.

Who uses concierge services?

Anyone can use concierge services. We can customize a program for any or individual or organization that is looking to receive long-term benefits. Our services can easily be implemented through our request routing system that is simple and easy to implement via the Internet. Here are a few examples:

-HOA/Property Management Groups

Black Pearl concierge is a great addition to those residential communities who are looking to supply lasting benefits and make their community a residence of choice!

-Business Offices / Complexes

Work/life balance is one of the hottest issues in workplace. Employees are working longer hours while trying to keep up with the same load of personal responsibilities. Black Pearl Concierge can implement a program that can keep employees happy, stress free, and focused!

What is your vendor program?

Our vendors are a valuable component of our services. The quality of service they provide is an extension of Black Pearl Concierge's premier service. Therefore, our vendors are screened to provide insurance and high-quality customer service. We continuously monitor them and receive feedback from our members that use them.

Are there any services that Black Pearl Concierge will not do?

No – we offer a smorgasbord of services. The lists of services are endless!

How do you pay for Concierge Service?

For most services, simply place your request and pay with your credit card in full at the time of your order placement, either on-line or over the phone. Members will authorize the use of their credit card on file with their member number and pass code. Non-members will be required to pay for the concierge service and purchases separately at the time of the order. For tickets, a deposit is due upon order placement. As with any ticket outlet, there are no cancellations or changes once you

have placed an order with the Lifestyle Manager. We ask that you be specific about your requirements and expectations when placing your order. For commercial and corporate accounts, we offer a monthly billing for all products and services. Only authorized individuals may place charges on company accounts.



Why choose Black Pearl Concierge?

We have a network of connections. We know how to get front-row tickets to a concert that has been sold out for weeks. We know who to call when our client is not happy with the color of their rental car and wants a fire-engine red convertible delivered now!

Plus!

- Convenience
- Time-management
- Quality
- Added value to your personal and home life

What are the best restaurants in the area?

We keep a list of the top restaurants. Give us a call at **202-587-5668**.

What hotels offer the best services and value?

We are in constant contact with the GMs of many hotels. Contact us to find out which are offering special deals.

Additional questions?

Feel free to contact us and one of our Lifestyle Managers will answer all of your questions.