

## THE WAY IT SHOULD BE

Todd Wheeler's Concierge Colorado answers the call for immediate, immaculate, and impressive services...the kind Jeeves used to handle

By Nancy Clark, Colorado Expressions Magazine

In modern terms, Concierge Colorado is "a services aggregator." Translation: a butler, event planner, housekeeper, ticket vendor, pet caretaker, and travel agent all in one, easy, seamless source.

Wheeler's young company is designed to meet an old need. He offers his services to commercial office building owners who then pay a subscription fee to Wheeler to provide the Five R's: Research, Referrals, Recommendations, Resources, and Reservations to tenants. "By adding our services to their space, they increase lease-ability and bring value-add to the deal," says Wheeler.

The typical average employee spends between 30 and 90 minutes a day while at work taking care of personal business. That time can be minimized by bringing certain services to the employees. A perfect example: the dry cleaners. Using Concierge Colorado, the dry cleaners comes to the employee, picking up and dropping off dry cleaning on a regular schedule.

Besides allowing employees to be more effective and focused while at work, services like this are proven to reduce turnover and reduce costs, says Wheeler.

What's the cost for all this luxury? A mere \$5 to \$10 monthly per employee within the company.

Besides introducing concierge services to downtown Denver corporations, Wheeler delivers his concierge services to residential customers too. Personal Touch Concierge Services handles the needs of some 10,000 units owned by Omni Property Management Co., among others, says Wheeler. The cost of specific services varies, of course.

Hectic schedules, pressing deadlines make time a priority today. All of Concierge Colorado's services are designed to streamline the hours it would take to accomplish so much on one's own. Born of the need for high quality services, Concierge Colorado handles the little (and large) details of life so that you can actually live it.

The providers—from couriers to personal shoppers and yard and garden maintenance—are handpicked by Wheeler and screened to show current and valid license (when applicable), a detailed business information report, liability insurance, a main office and established work process, workmanship and quality guarantees, and measurable and documented proof of commitment to customer satisfaction. "Our customer-centric policy is always about your satisfaction and we expect the same from all of our service providers," says Wheeler. "We take the time to meet with all candidates to ensure that

they meet our high standards. We look for companies that have effectively demonstrated commitment to customer satisfaction through established feedback, measurable results and response systems. We search out companies that are dedicated to the responsibility of meeting the growing and changing needs of our customers. Once we find the companies that meet these standards, we employ them to give you the highest level of service as effectively as possible.”

Jeeves had the same thing in mind when he was hired to manage your personal household in another era.

The basic services offered by Concierge Colorado are categorized on the web site [www.conciergecolorado.com](http://www.conciergecolorado.com) under Lifestyle & Entertainment, Travel, Corporate Services, and Event Planning. Click here to get your shoes shined. Click here and Concierge Colorado will help plan and organize private events and dinner parties with everything from custom meals, private chefs, flowers, and other ambient enhancements. Concierge Colorado has access to wonderful event venues, top entertainment and the city’s top musicians for holiday and corporate parties to weddings, birthday parties, open houses, and theme parties. You just show up and enjoy your guests. And your shoes look good while you’re parting.

“We are the personal assistant...the right arm person,” says Wheeler.

The only thing Concierge Colorado won’t do is transport children. But it does free up your time so that you’ve got nothing to do to interfere with that task.

It’s a typical day in a Concierge Colorado customer’s life. The To-Do list is growing. The car is making a funny noise and needs to get to the repair. Done. Packages need to be mailed and the line at the post office is half an hour long. Done. You’re planning a party and that means the house needs cleaning, flowers must be ordered, the menu organized, and the caterer hired. Done. You owe a gift basket or two to clients. You’ve got to book your family vacation as well as your next business trip. Done. And meanwhile, you’ve got clients to take to dinner and no idea where to go. Done.

Handled. All of it. It’s that easy.