



The Concierge Manual: A Step by Step Guide on How to Start Your Own Concierge and/or Errand Service

By Katharine C. Giovanni

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Written by industry expert, Katharine C. Giovanni, this extraordinary 236-page guide will provide you with all the tools that you need to become a successful concierge, personal assistant and/or errand service professional. Inside you will learn about all the different types of concierge/errand service businesses. Do you want to be an on-site/lobby concierge, corporate concierge or serve individuals? How do you get the contracts and set it all up? You will also learn about the business basics of starting a new company ... business plan, brochure, website, insurance ... it's all here!

The Manual also explores in great detail what services you might wish to offer and how to set up your fees. Learn how to set up your errand service and hire employees. Learn how to set up your vendor services and actually get commissions from them! Plus there are some wonderful sales and marketing tips that will help you get started! All the information you need to start your new business is right here.

"I have read your manual on starting your own concierge business, and it was wonderful. The examples and all of the tried and true advice made sense. I have read too many home business books that are too general, even if the table of contents suggests otherwise. Thank you for putting together exactly what I needed. It made it easy to get started." Carla Mandell, Spirit Concierge

"A comprehensive masterpiece! An indispensable A to Z guide for all businesses that intend to offer nothing less than their best in the service to others." Nicolé Perrin-Grizzard, GO-FERS

"We utilized your comprehensive and invaluable book to establish our own successful independent concierge service business. We would highly recommend it to any entrepreneur desiring to establish their own business and advance into the rapidly expanding, international concierge industry." Nicole Hanson, Style de Vie Concierge Service, Australia

"I'd like to thank you for writing The Concierge Manual - I am just starting my

own concierge service, and I know that I could not have done it correctly without your guidance. The information has been extremely helpful, and it gives me a step-by-step guide on starting the business. Otherwise, I know that I would have wasted a lot of time and probably would have learned many things the hard way. Thanks so much." Holly Parker, Time Solutions Group, LLC

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Editorial Review

About the Author

Mrs. Giovanni has been a meeting/event planner for over 16 years and has set up two successful businesses: Meeting Planning Plus and Triangle Concierge. She has been doing concierge consulting since 1998 and has over 2000 clients from around the world.

Mrs. Giovanni is Triangle Concierge's senior trainer and speaker and is the author of their best-selling book - The Concierge Manual. Mrs. Giovanni is also co-developer of the world's premier concierge software, TriTrax. She is President and co-founder of the International Concierge and Errand Association (ICEA). She can be reached through Triangle Concierge's website.

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