



P: 973-889-0064
F: 973-695-1334
www.chapmanconcierge.com

Why use Chapman Concierge

The statistics are staggering. According to the *American Institute of Stress*, stress costs American Industry more than \$300 billion annually. Finding a balance between work and personal life is critical to many workers. Employers are acknowledging the need and addressing the issues. The decision to offer concierge services to employees is known to improve employee satisfaction, reduce absenteeism, lower turnover and contribute to a company being named an employer of choice.

Approximately 30% of the **Top-Rated 100 Companies to Work For** offer a concierge desk or errand service to their employees, not only to retain their current work force, but also as one of the most important factors in recruiting top talent.

Give the Gift of Time and Balance

- Two out of every five employees are dissatisfied with the balance between their work and their personal lives. (*Quintcareers.com*)
- Nearly 50% of all US workers feel overwhelmed by a growing number of job tasks and longer working hours. (*Work Life Institute*)
- Workers rate the ability to manage work and family as the most important aspect they look for in a job. (*Rutgers University and University of Connecticut survey*)
- 87% of workers are seeking or have sought companies that were flexible, supportive and understanding of personal and family needs. (*careerbuilder.com survey*)
- 76% of errands are done on an employee's work time. (*Xylo Report*)
- Today, over 60% of women with children under the age of six are employed and mothers with preschool children are one of the fastest growing segments in the workplace. (*Nielsen/Net Ratings survey*)
- Over the next 10 years, 70% of the workers added to the workforce will be females. Women in the workplace constantly face the dilemma of balancing work and family and often feel torn trying to meet their obligations with no corporate support (*Nielsen/Net Ratings survey*)
- Stress costs American industry more than \$300 billion annually in lost hours and direct medical expenses due to absenteeism, reduced productivity and workers compensation benefits or about \$7,500 per employee (*American Institute of Stress*)
- 75% - 90% of all physician office visits are for stress-related ailments and complaints.
- OSHA (Occupational Safety and Health Administration) has declared stress a hazard of the workplace.
- Workplace stress causes approximately one million US employees to miss work each day

Your Life...Your Style...Our Services



P: 973-889-0064
F: 973-695-1334
www.chapmanconcierge.com

Corporate Concierge Services

To be competitive in today's workplace, companies must offer a variety of employee services to not only retain talent, but to also attract influential and top executives. By partnering with **Chapman Concierge**, businesses take advantage of the opportunity to offer life management solutions in their workplace. In a multi-tasking world, our services are designed to create a life balance, reducing employee stress. Supporting the employee to complete non-work related tasks provides an immediate 'value-added benefit' that increases individual productivity, resulting in increased revenue and an overall positive return on investment.

Chapman Concierge understands that each company is unique. Therefore, we offer a customized approach, choosing specific services that meet each company's needs and distinct culture. We consider our clients to be partners in meeting their employee needs. Most **Chapman Concierge** partnerships use a 'hands on approach,' creating an in-house presence via desk or kiosk. This provides employees with instant access to our customer service team. **Chapman Concierge** works closely with our partners to determine the most effective way to engage employees and encourage the use of the life management solutions.

Some examples of individual corporate services are listed below:

Personal Concierge/Errand Services

- Dry Cleaning and Laundry Delivery
- Grocery and Personal Shopping
- Wait Services and Moving Services
- Function and Holiday Planning
- Correspondence
- Reservations/Vacation Planning
- Home Organization
- Home Care Coordination

Corporate Business Services

- *Customer Appreciation Packages* – Customization of premier thank you gifts, including the gifts of time with personal and business support.
- *Employee Recognition Packages* – Customized packages to include more creative bonus ideas such as gift certificates, more personalized gifts, tickets to special events.
- *Employee Benefit Programs* – Customized to fit both a company and its employees
- *Tenant Services* – Customized to meet on-site tenant needs and personalized tenant services packages.
- *Relocation Services* – Customized to directly answer employee inquiries regarding relocation demographic information, move-in services, school research and more.

Your Life...Your Style...Our Services



P: 973-889-0064

F: 973-695-1334

www.chapmanconcierge.com

Healthcare Concierge Services

In a highly competitive healthcare market, it has become increasingly important for hospitals to create programs and services to differentiate themselves from the competition. Our goal at **Chapman Concierge** is to provide that creative edge that makes you the **Healthcare Employer of Choice** as well as the **Healthcare Provider of Choice**.

A Total Caring Environment

Few careers are more demanding than those in healthcare and few experiences are more stressful than dealing with a serious illness. **Chapman Concierge** provides employees and physicians with services designed to reduce the demands of everyday life so they have the freedom to enjoy it more fully. For patients and their families, sudden illness and surgery is very disruptive to their lives. The question of who will help patients handle the details of life, like caring for pets, bringing in the mail, watering the plants or tending to business concerns, prey heavily on their minds. Naturally, the focus for patients and their loved ones should be on healing. A well-connected, resource like **Chapman Concierge** helps your hospital staff find practical solutions to patients' personal dilemmas and become a hero in the process. To put it simply, we strive to make your hospital system *a total caring environment*.

A dependable, independent concierge service can serve as the common thread that further connects an area hospital to the surrounding community.

Healthcare Employee Packages

- Create the menu of services that shows your employees how much you care. We'll survey them to help you make these decisions.

Physician Packages

- Your Medical Staff will have full benefit of the menu of services we create for your employees. We can offer them Special Packages, as well to include Office Support and Courier Services from their offices to your hospital facilities.

Patient Packages

- From caring for their home while they are with you to assisting with running their businesses to helping with care after discharge, your patients can have peace of mind as they heal.

Visitor Packages

- We'll take the burden of running errands and making arrangements for out-of-town visitors so they can spend time with their healing loved one.

Community Connection

- We can offer our services to the patients and visitors of your Specialty Care Centers to send a unified message and continuity of care. Additionally, we can share your services and events with the surrounding community.

Your Life...Your Style...Our Services



P: 973-889-0064

F: 973-695-1334

www.chapmanconcierge.com

Tenant Concierge Services

Distinguishing your property in today's market through service and relationship building is critical to long-term success. Creating a distinctive living experience through a complete, elite concierge service allows just that.

While the idea of this service is not unique, customizing a solution to the needs and demands of individual tenants is. Our personalized services will attend to those seemingly endless to-do lists that those with hectic lifestyles do not have the time or the inclination for.

Chapman Concierge integrates the benefits of doing business with *your* brand into a single touch point. We do this by developing events and experiences that enhance your brand. In addition to our complete line of Concierge and Valet services, Chapman Concierge provides special event planning, tenant loyalty programs and a distinction of putting balance back into tenants' lives.

Our complete line of Lifestyle Management Services is designed to enhance the community living experience. Our program portfolio includes *Valet service, Concierge Service, Vending and Tenant Relations.*

A sampling of our Valet service includes:

French Dry Cleaning

- Full service shirt laundering
- Same day service on special orders

Laundry by the pound

European Tailoring

Shoe Shine and Repair

Leather Goods Repair and Servicing

Uniformed Maid Service

Specialty Cleaning

- Floor waxing
- Carpet care
- Upholstery Cleaning

Wait service

Our Concierge Services includes:

Personal Shopping

Grocery Shopping

Event Tickets

Reservations- Restaurant and Travel

Gift Baskets

Personal Catering

- Personal Chef
- Staffing
- Meal Delivery

Messenger Services

Private Car Services

Pet Care Services

Apartment Checks

Moving Assistance

Party Assistance

Our staff includes Gold Key Concierge members that have provided services for Manhattan's most elite hotels. These individuals exemplify *Chapman Concierge* distinctive ability to meet the demands of discriminating clientele with flawless execution.

Your Life...Your Style...Our Services



P: 973-889-0064

F: 973-695-1334

www.chapmanconcierge.com

Personal Concierge Services

Our personal staff offers busy individuals the opportunity to outsource various aspects of their lives in order to achieve a balance between work and home. Whether it's a regular service or a one-time emergency need, we offer customized solutions based on your individual requirements.

Some of the most popular **Chapman Concierge** services include dry cleaning pick up and delivery, grocery and personal shopping, moving assistance and wait services. We can do everything from shopping for that important dinner party to waiting in line for DMV renewals.

Chapman Concierge services include, but are not limited to, the following regular necessities and daily 'to do' list activities. If you require something not included on the list, please ask!

- Alterations/Clothing Repairs
- Appointment Setting & Reminders
- Balloons/Party Supplies
- Bringing Supplies/Lunch to Work/School
- Courier/Delivery Services
- Carwash, Repair & Maintenance Setup
- DMV Renewals
- Dry Cleaning Pick Up & Delivery
- Entertainment Arrangements
- Filing paperwork
- Garage/Yard Sale Assistance
- Gift Baskets/Flower Delivery
- Gift Shopping & Wrapping
- Grocery/Specialty /Personal Shopping
- House/Carpet/Window Cleaning Services
- House Sitting
- Ironing/Pressing
- Limousine Bookings
- Merchandise Returns
- Moving Assistance
- New Mommy or New Daddy Services
- Notary Public
- Party & Event Planning Assistance
- Post Office/Shipping Needs
- Property Inventory
- Shoe/Jewelry Repair
- Thank You Cards/Invitations
- Writing/Typing Services
- Tickets (movies, concerts, events)
- Travel/Vacation Planning & Coordination
- Vacation Home Arrival Prep
- Waiting for Cable/Repair Service or Home/Office Delivery

Your Life...Your Style...Our Services



P: 973-889-0064
F: 973-695-1334
www.chapmanconcierge.com

Who is Chapman Concierge?

Chapman Concierge is the latest venture of Colette Chapman. Established in 2004, Colette has taken her extensive experience in servicing both business and consumer markets and created **Chapman Concierge**. Our staff consists of 30 uniquely qualified employees offering a complete line of Lifestyle Management Services designed to enhance and promote a balanced living experience.

Colette Chapman, Founder & Managing Partner

Colette Chapman, Founder and Managing Partner of **Chapman Concierge**, brings a wealth of experience, enthusiasm and authenticity to each and every client relationship. Understanding the challenges of balancing work and family, she applies her unique training to promote a complete line of Lifestyle management services.

A 15-year veteran of the Hotel/Restaurant Industry, Colette has held management positions in top companies such as the Hilton Hotel Corporation, Westin Hotels, and Gibraltar Securities. She holds a B.A. in Psychology and an M.A. in Industrial/Organizational Psychology. Her entrepreneurial spirit launched **errands plus** in early 2004. Committed to superior customer service practices, Colette delivers exceptional lifestyle solutions with integrity and creativity.

Colette is an active and leading member in the New Jersey Association of Women Business Owners and the International Concierge and Errand Association.

Contact Colette Chapman at colette@chapmanconcierge.com

John Cryan, Director of Operations

John Cryan, Director of Operations, has over 15 years experience in the service industry. Born to a family of entrepreneurs, after earning a B.A. in Political Science John worked in a number of family run service businesses. Learning all aspects of the business, he chose to focus on his strong people skills and become a client advocate. Today John actively manages our uniquely qualified staff while acting as a client liaison for quality assurance. John also takes an active role in managing Sales and Marketing for the company.

With an eye on community needs, John continues to be involved with a number of organizations including The 200 Club of Morris County, Friendly Sons of St. Patrick, Ancient Order of Hibernians, Fraternal Order of Eagles, and the Relay for Life.

Contact John Cryan at john@chapmanconcierge.com

Your Life...Your Style...Our Services



P: 973-889-0064

F: 973-695-1334

www.chapmanconcierge.com

Corporate Customer Experiences

Errands plus has been a wonderful resource for my company. Because we are a small operation, the ability to just pick up the phone and call errands plus to make pick ups and deliveries is both a time saver and the equivalent of an extra employee that is not on my payroll. I can't deny that there is a loyalty created by the fact that I trust your service implicitly. You always tell me if you can't comply with my time deadlines and call me if you are stuck in traffic or delayed. I know I can count on you to get it right when I have complicated missions to complete, and that's why you are on my speed dial. Keep up the great work.

Rick Levy

Errands plus has been extremely instrumental in the growth of Silk Purse. Your competent handling of much of our magazine's distribution has allowed us to focus on other areas of our business. Over the coming months we plan to expand our relationship with you, both in distribution and other services you offer. You and your associates are reliable and a pleasure to do business with. We would not hesitate to recommend errands plus. Keep smiling and keep up the fine work!

Christine Spear and Lorraine LaShell

"The entire staff at errands plus is extremely professional and very organized and it has been a pleasure to work with them. Errands plus handles a large volume of deliveries for our company in a timely and efficient manner. They attend to any of our questions or concerns quickly and to our satisfaction. We look forward to working with Colette and her staff for many years to come."

Bonnie Vohden

"I first learned about errands plus a year ago. I have used them on a number of occasions for client projects for my firm BKD Graphics. They are everything you could want from a member of your own team. I can always give them a project knowing that it will be done perfectly and there is no need to worry or follow-up. Stress-Free!!" ***Bonnie Ketcham Doll***

"Errands plus is a great "back-office" support system for a start-up or early stage business. They can give you the manpower support to accomplish projects such as database development, collation of mailings, help with sourcing some material needs and more. They help you meet critical deadlines with smart, quick and cost effective support!!"

Mary E. Repke



Your Life...Your Style...Our Services