



Happy guests and employees are loyal guests and employees. That's our Concierge Services philosophy. Whether giving directions or information in key navigational locations, or eliminating burdensome errands, we help everyone to more fully enjoy their day. You can expect guest and employee satisfaction to go sky high because we do the little things that make their day easier, every day. **WHATEVER IT TAKES.™**

At Curbside, we go out of our way to make people's lives better. Not just because it's our job, because it's our nature. And we understand our team is an extension of yours. Today guests have more choices than ever when selecting a facility, so it's critical to make each interaction a memorable one. Curbside's Concierge Services make your facilities not only welcoming, but a truly helpful and valuable experience.

In every cup of coffee we bring and every package we mail, guests and employees always know how much they are valued. Allow Curbside to show them just how much you care.

A few of the burdens we lift each day:

- Lunch runs and general food pick-up
- Dry cleaning
- Car washes
- Travel services
- Directions inside your facility and out
- Personal shopping, even exchanging of items
- Taking "forgotten lunches" to school
- Picking up homework
- Almost anything else you can think of

**quote
that**

"From taking my dry cleaning, mailing cards and packages to getting my car washed, the concierge service makes my life easier. Plus, I don't have to leave work early to get these things done."

 happy & productive employee



“I appreciate someone who has a smile on her face, cheer in her voice and enjoys her job. The service has not only picked up lunch for us but also taken my car for oil changes, tire service, car washes, even inspection. I love them.”

- overjoyed guest

our success model

starts with the right people and training

backed up with operational excellence

enhanced by leading technology

improved through constant measurement

channeled back to people and training

the curbside concierge service approach. We're a natural extension of you. That fact comes through in everything we do, how we look, how we present ourselves—from our marketing materials and attire right down to handing out newspapers—conveying our philosophy of helping every single customer with compassion and a smile, not because we have to, because that's who we are.

it's all about the people. Starting with folks who have an intrinsic love for service, we train each to be even better, recognizing their natural strengths and acknowledging them when they excel. We offer opportunities for growth and retain only the best of the best. And if they move on, we start back at the beginning—never settling just to fill a role.

operational transparency. All requests are supported by clear, concise invoices and explanation of charges. We even routinely complete requests at the same or lower cost than requestors would receive if they did it themselves. This is possible due to the extensive local and national vendor relationships our concierges build each day on behalf of our clients.

cutting-edge technology. Curbside RequestManager™ is an easy-to-use, Web-based software service that tracks and organizes the requests received and fulfilled by the concierge staff on behalf of guests, patients, visitors or employees. It's the same system used by 5-star hotels.

service measurement that puts quality as our top concern. Perfection is our goal. And we have processes in place that will bring you closer to it, every day—from using comment cards, mystery shops and request satisfaction reports to wait-time studies and site inspections. If a problem is identified, you can count on the fact that it will be fixed, appropriately communicated and then measured to make sure it stays fixed.

a partnership approach to our clients. We go out of our way to listen to and assess each client's specific needs, then help them invest in the right tools and equipment that improve service, increase revenues and tighten controls. After all, that's what partners are for.