

COMPANY PROFILE



OUR MANTRA

Because of people, we are.

Because of people, we serve.

Irine Kaszycka

FOUNDER
THE LADY CONCIERGE GROUP.

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Our calling is to serve.

We went at it naively and surprisingly grew something phenomenal.

A failure or two later, battered, bruised but all the while wiser for it, we regroup and dare for top again.



OUR LEGACY

In September 2012 when the idea to assist busy Kenyans handle their social lives, much like a personal assistant would aid you in the office, occurred to our founder, the breadth of the self-given assignment she was taking on and the enormity of what she was beginning was largely unknown to her.

She sought to simplify other people's lives by granting them the luxury of time. By handling the minors in their lives, her brain child The Lady Concierge, a Personal Concierge and Lifestyle consulting business, allowed its' clients to focus on the more pressing and urgent matters of family, career and self-actualization.

Over the course of the next three years, we did just that. We ran errands, stayed on top of social schedules and calendars on behalf of our clients, we planned events, we house sat their homes when they travelled, we shopped for them, we made reservations, assembled gifts, handled everyday incidences arising and essentially ensured their social lives were impeccably handled.

Our loyal patrons realizing the secret weapon they yielded in their personal lives with us at their service, began to enquire how we could serve the companies and institutions they were affiliated to. The Corporate Concierge arm of The Lady Concierge was then born in late 2015.

We went ahead and made our selves indispensable in these organizations by making it our sole purpose to aid management executives, marketing teams and experience managers we served alongside, look good. On their behalf, we reimagined corporate event planning and execution. We upped their guest services by introducing intelligent, stunningly beautiful, multi lingual, event hostesses to their conferences and customer service engagements. We trained and staffed their merchandizers, brand ambassadors and product awareness teams. We built a custom corporate branding gift shop

to specifically handle the need for timely delivered, to clients precise instruction, well branded corporate gift items. We curved out designated corporate concierge desks in house to handle various top company brass requests expediently. We horned a corporate fixer chapter to handle and manage crisis for these companies with discretion and enviable acumen.

Our ability to both preempt the needs of those we served and our commitment to exceed ourselves in service delivery became the reason corporate entities chose to have us on as a preferred vendor.

2017 through 2018 were our years of curving out niches and expansion. We had in years prior worked to build an enviable client list, solidified a reputation for bespoke services in corporate event planning, luxury wedding planning, running a custom gift shop, managing brand staff, handling corporate and personal concierge and we'd slowly slipped into the role of fixers. We were quite frankly at the top of our game.

We had been tremendously lucky to have begun a business purely out of the love of service to others which had now morphed into a multi service, multiple employee, high return and greatly fulfilling venture.

Business growth is hardly ever linear and this became profoundly evident for us in late 2018 into 2019. In the bid to serve clients and maintain profitability over the years, we had failed to build into our business proper systems and structures to uphold us. It almost seemed the luck of planning and proper process came to haunt us and seemingly had a crippling effect on us as a business over night. As business took a general slow tilt for the country and more and more Kenyans and Kenyan entities cut back on spending, we begun to suffer the adverse effects of our choices as a venture.

The learning curve that The Lady Concierge has since been on has been brutal but very insightful for the business entity we continue to grow into. So much so, we took

a hiatus as a business for a couple of months to reflect, re-strategize and re-group. The dip and hits we took have greatly served to cement our perspective of who we are, our intent and who we strive to become.

Once you strip it all down, The lady concierges' core mandate has always been to serve others. We are a people for people business. An unbroken circle of dependency. The vision bearers of The Lady Concierge heralding and mandating The Lady Concierge team to fulfil their highest potential in self-actualization and giving back in the service of others. These teams then tasked with cultivating relationships, that allow us insight into our clients lives and the needs we can aid them meet. Our clients then finding solace in our presence and ability to preempt and handle all that pertains to the areas of their undertakings they allow us into. Our service and relationships with both our workforce as a business and the clients we serve both personal and corporate, aiding the growth and continuity of The Lady Concierge. Our very own circle of life.

As the uncertainty of 2020 into 2021 looms over the world, The Lady Concierge rises. Our story is unconventional of a brand trying to sell you on itself. We realize with candour about our journey we may open ourselves up to your scrutiny and critic but we also realize our vulnerability with you could be the linchpin to our affiliation. We are a company coming of age, unafraid of our scars, unbowed by our missteps, strengthened by our experience. This is what growth looks like to us.

Years on, the call to serve still rings strong for us.

Welcome to the Lady Concierge family. We can't wait to serve you.

OUR EVOLUTION

.....From one to seven. A new dawn.

The lady Concierge began as a Personal Concierge and Lifestyle consulting Company. A singular entity dedicated to simplifying the lives of busy individuals and granting them the luxury of time.

Over the years as the companies clients' needs grew, its service portfolio expanded as well. This diversification of services has necessitated an evolution in our business structure.

Having reviewed our niche offerings based on client needs and our delivery prowess in each, The Lady Concierge has zeroed in on key services to devolve into autonomous business .

To this end we unveil, **The Lady Concierge Group.**

A service driven, people centered, creative solutions multi-business that leverages on personal relationship to tailor bespoke solutions for each individual and organization we serve.





LADY CONCIERGE GROUP



- Incumbent Company heads honorary personal brand
 - Personal and corporate concierge
- Personal and corporate Event Concept, Design and Execution
 - Fixer / Crisis Management.



- Personal Events
 - Birthdays
 - Themed parties
 - Baby showers
 - Bachelor and bachelorette parties
- Corporate Events
 - End Year Parties
 - Road Shows
 - Brand and Product Activation



- Kenyan Weddings
- Overseas / Destination Wedding
- Engagement & Proposal Planning



- Personal Gifts
 - Everyday gifting
 - Occasional gifting
- Corporate gifting
 - Print + Branded Gifting
- Flowers



- Personal concierge
- Corporate Concierge
- Fixer



- Conference Hostesses
- Brand + Product ambassadors
- Exhibition assistants
- Party Helpers



- Gastronomy
- Lifestyle influence
- Travel
- Interior Decor
- Innovation



OUR OFFERING

LC
Lady Concierge

The Lady Concierge, is our incumbent company heads personal brand.

Over time and as word of our service prowess went around, both client and critics forgot the names of the woman behind our brand and simply referred to her as the Lady Concierge.

Years on and with the moniker seared in the minds of those we serve, our founder and group lead choses to fulfil her roles and champion the brand under the Lady Concierge banner. A constant reminder to her and her predecessors of our call to serve, the brand we strive to grow and the honor each bears in being one with our company .

The title and role are a business in and of itself.

The Lady Concierge is the epitome of service delivery in our folds. Her offerings are bespoke. She is limited in the types and number of assignments she can take on and her rate card is indicative of her times worth.

Her service offerings are :

- Personal and Corporate Concierge.
- Personal and Corporate Event Concept, Design and Execution.
- Fixer / Crisis Management for both individual clients and corporate entities.



LC Lady Concierge CONCIERGE

Personal and Corporate Concierge by The Lady Concierge are a trustworthy group of professionals, entirely at your disposal; we not only tend to all aspects of your everyday life, but also anticipates your personal / corporate entities needs, thus allowing you to focus on what is most important to you.

Your Concierge acts according to your preferences, by paying attention to every detail and by treating your private life and schedules too, with superlative care.

We can turn your day-to-day routine into something unique by creating endless solutions for the organization of your everyday life. We do this based on an exemplary attention to detail, and an attitude of flawless individual service. We consider each client singular and unique. We put quality above quantity by capping the number of clients we handle at a go.



LC Lady Concierge Events

Corporate Events

Company launches, ground breakings, end year parties, conferences, exhibitions and extravaganzas. Whether you're launching a new brand or showcasing a new product, our corporate events are guaranteed to impress even the highest caliber of business figures. We create unforgettable events that are perfectly aligned with your brand message and are designed to enhance brand awareness.

The Lady Concierges' events team delivers a memorable guest experience, no matter the occasion. With lavish yet uncontrived design concepts, organized operations and budgeting, The Lady Concierge understands your brief from the start. For us the flow, timing and execution of an event is as important as the details themselves. With a focus on service, we make sure your guests feel taken care of, allowing you, the host, to relax and enjoy your event.



LC Lady Concierge Events

Personal Events

Planning the perfect celebration takes expert knowledge and creative flare – At The Lady Concierge, we can execute a spectacular event to ensure your birthday, themed party and even bachelor and bachelorette party is a unique, unforgettable experiences for you and your guests as well.

We have over half a decade of experience and a full in-house team who have the expertise to produce an iconic party. So whether you're celebrating a monumental 10th anniversary or a sophisticated 50th birthday, The Lady Concierge can plan your next event to perfection.



LC **Lady Concierge** *Weddings*

The Kenyan Wedding

The Lady Concierge's personal approach ensures the weddings we plan are perfect and truly reflect our clients as individuals, as couples, and speak to their shared values and sense of style. Working exclusively in the high-end events sector, we have an exceptional network of event suppliers who meet quantifiable standards of service and delivery.

We understand that outstanding design is only half the story; great weddings are all about people and we always work with the guest experience in mind.

Overseas / Destination Wedding

You may be based in Kenya and seeking our services abroad, or located elsewhere in the world and hoping to work with us for a wedding or celebration in the Africa or overseas. We have a global network of strong relationships with suppliers and vendors to ensure that wherever in the world we are working, our high standards of service, event production and design are deliverable.

Engagement & Proposal Planning

The Lady Concierge helps you envision, design and bring to life a proposal so good, no girl or guy can possibly say no.

From picking destinations and rings, to deciding whether you'd like to make a grand gesture or simply share an unforgettable moment together, we are with you every step of the way. We handle the behind-the-scenes details for you, so you can relax, unwind and make magical memories as a couple.



LC Lady Concierge *Gift Shop*

Corporate Branding & Gifting

The lady Concierge understands the need for corporate entities to create and promote brand visibility. With this in mind The Lady Concierge has a dedicated company subsidiary that caters to finding, branding and delivering useful gifts that place your brand at a vantage and memorable place with your clients.

By simply giving us the event or occasion you need the merchandize for, what you hope to achieve with the gift and your logo, we can deliver to you a list of suggestions on what may best suit you and your target audience. Our end products are also precious and conforming of logo placement, top quality and always meticulously packed and delivered.

Personal Gifting

We understand the need for authentic, custom designed, individually thought out gifting and we deliver each time.

The personal gifting arm of the gift shop was born of our bespoke clients need for professional gifting services. They needed high end, well thought out gifting solutions that went above sourcing gifts to also having them tastefully packed and delivered in style.

Our gift shop provides an all-round solution specially designed with not only the recipient in mind but also the sentiment behind the gifts and mementos being given.



LC Lady Concierge *Gift Shop*

Flowers

A beautiful bouquet can heal the soul.

Flowers have been used to both gift and celebrate others for a long time now. A time honored tradition our gift shop carries on and intends to popularize again. Our flowers are sourced and arranged on order, perfectly assembled with the recipient and the sentiments to be conveyed in mind.

The Lady Concierge also does occasional flower deco for events i.e. weddings, funerals etc. Our knowledge of flowers paired with our artistic eye is a recipe for some of the best floral work in Kenya.



LC
Lady Concierge
FINE LIVING

As a premier luxury concierge service in and around Eastern Africa, The Lady Concierge prides ourselves with linking our clients with the best lifestyle money can afford them. We understand you have a singular life to live, we help you get it done abundantly and in style.

We offer our clients a large resource of the very best and exclusive in every sphere of service from fitness, travel, interior decoration, fashion trends, the best in gastronomy, innovation, wealth creation etc.

We understand your need to live fully, we provide you an all access pass to decide how best you can accomplish that goal.



LC **Lady Concierge** *Hosts & Hostesses*

Conference & Exhibition Assistants

The Lady Concierge is quickly becoming the lead in the delivery of reliable, enthusiastic, confident and articulate event hostesses for any type of corporate or exhibition event. Having us allows for smooth running of your event coupled with great client relations by bespoke, well-spoken and beautiful ladies.

Our hostesses are multi-skilled, highly qualified, expertly trained in customer service, etiquette and poise. Prior to any of our client assignments we brief our attending hostess crew with relevant information ensuring that they turn up at the right place at the right time with a sound understanding of your company, event objectives and tasks at hand.

Brand & Product Ambassadors

When we serve you, we learn all about your brand, products and services and can articulate your person to the masses with ease. The Lady Concierge due to a high dissatisfaction with the status quo in relation to the service being offered by brand ambassadors to and on behalf of various organization in representing and promoting their brands, products and/or services, has gone ahead to expand our hostess portfolio to include brand / product ambassadors. Young men and women who make it their task to school themselves on any entity they are taken on to represent and market.

Our ambassadors are also trained to communicate, receive and report to the client key messages effectively, helping you to get results, social presence and promotional content.



LC
Lady Concierge
Hosts & Hostesses

Party Helpers

From set up, to guest meet and greet, co-hosting your party to general livening of your space and creating a enviable ambience. We are what your party needs.

The Lady Concierge party helpers are available for all occasions big or small. We work in homes or event spaces allowing clients to enjoy their own party. Our job is to make the host look good while easing their event hosting responsibilities. Our staff is well trained, discreet, does not fraternize during assignments, is well coordinated and very proactive and anticipates your guest needs. We make party hosting simple.

LET US SERVE YOU



www.ladyconcierge.co.ke

BENEFITS FOR INDIVIDUALS

Money Optimization

Quite simply: many companies or professionals raise prices when a well-known personality or someone in the “public eye” carries out a purchase or service directly. A personal concierge is discreet and as such you will not incur markup prices.

Confidentiality

A life in the public eye often has disadvantages. Your personal concierge will manage your matters with absolute discretion and can guarantee you enhanced privacy.

Perks

According to your preferences and instructions, your personal concierge filters invitations to private events which take place in the city you are in at the time which might be of interest to you. Enjoy preferential treatment and privileges in numerous selected and prestigious establishments.

Best Life/Work Balance

When business and home duties consume increasing amounts of your leisure time - time you'd rather spend with people you care about, doing things you enjoy - maybe it's time to look outside the box for a solution.

Social Status

Intelligent management of personal time is not only power and money, but is also synonymous with prestige.

Intelligent Time Management

How much time do you or your love ones spend on tasks that could be managed by somebody competent? Employing a professional personal concierge to manage those tasks which can be carried out from the outside. It will allow you to enjoy more time to yourself, with your family and friends.

Trends

We continually search for ways to enhance our client's lifestyle. Our selected suppliers, vendors

and business affiliations give our client's access to the best products, services and events, with the most up-to-date, insider information.

Contacts

It is not just about finding someone who can do the job. The important thing is to count on professionals who comply with the agreed conditions for a reasonable price. We choose our partners with utmost care. We have all the city's best services in our bulging contact book. We collaborate with some of the most prestigious entities by partnering with the best in each field.

Exclusivity

In order to keep an outstanding quality of service, we cap the number of full time clients to one hundred per business year.

Privacy

Your company assigned executive assistant will take care of your corporate needs. Your personal concierge can organized everything in your personal life. We do not make the role of the PA redundant. We compliment them by taking away all personal aspects of their bosses' lives.

Personalization

Your personal concierge will customize the service to your needs, your preferences, your timing. Lifestyle is different for each person /family. We are luxe hunters for you. We know your interests, tastes, preferences, we search for you, on your behalf.

Proactivity

We are brilliant at multi-tasking and we know -well- all the clients we work for. That allow us to anticipate clients' needs while allowing you to be focused on your business, on your family. In the meantime, your personal concierge will get things done for you.

BENEFITS FOR CORPORATES

Marketing Tool

Increasing your knowledge of the client. Get to know their shopping, leisure and behavioral patterns. Attract new ones, and contribute to the success and effectiveness of your marketing initiatives to get to know your preferences better and attend to them in a personal way.

Competitive Edge

Differentiating your competency. Take advantage of your competitors by offering an alternative to those who you already know and attract new clients.

Client's Loyalty.

Increase your clients' loyalty. Our lifestyle management solutions will help you to strengthen relationships with your clients, by offering them a great and useful service.

Best Talent Loyalty

Retention and Attract best talent. Motivated employees that can work to their full potential. More efficient workforce with great work /life balance.

Customer Care.

Offer a better Service to the client. A real opportunity to complement the best service that they receive in your establishment. Increase clients' satisfaction.

Save Money

Save costs. Your time is money. It is that of your secretary too. By externalizing high valued services to an expert concierge, you let the EAs manage and optimize bosses' time, by concentrating on organizing corporate matters.

Effectiveness

The Executive Assistants role is changing. Companies can no longer afford to have EA's that spend from 20-50% of their time looking

after personal lives. The Lady Concierge team can support this activity and with our connections and brand partner relationships not only save significant time, but also money.

Focusing

By delegating some personal tasks of your best talent to our concierge team, your executives will enjoy peace of mind and they will concentrate better in their professional commitments to grow up the business.

Recognition

Achieve an increase in recognition. There will be the ability to get to know what the firm wants for the future.

COMPANIES SERVED



the arts group



Republic of Kenya



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