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About the Author Katharine C. Giovanni is an international concierge training expert, a certified concierge specialist, president and cofounder of Triangle Concierge, and cofounder and chairman of the board of the International Concierge and Errand Association. She is the author of *Going Above and Beyond*.

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Katharine C. Giovanni is the author of *The Concierge Manual* (3.79 avg rating, 19 ratings, 2 reviews, published 2002), *The Concierge Manual* (4.57 avg rating, 19 ratings, 2 reviews, published 2002).

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is considered by many to be one of the original founders of the independent concierge industry. She is the most sought out concierge consultant and trainer in the world.

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Author Katharine Giovanni has always met life with positivity and laughter, and she needed every bit of that life-saving attitude the day the doctor told her, "You have cancer." Cancer was a big banana peel field, but Giovanni was determined to make it through that field to the rainbows in her life.

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In this definitive and popular guide, now in its fourth edition, industry expert Katharine Giovanni covers the basics of starting a new concierge, lifestyle management, errand service, or personal assistant company, from creating a business plan to handling the day-to-day logistics. This valuable resource—indispensable for small boutique services to large corporations—is packed will sales ideas, marketing tips, sage advice on topics such as insurance, and much more. Topics include why the concierge business is poised to explode in coming years, how to find a niche market, what services to offer, how to set fees, and how to sign top vendors and negotiate commissions from them.

This book is for those that would like to live in joy and peace, are facing a banana peel field (illness, loss of a loved one, money problems, or a failing relationship), are serious about changing their life, or need to figure out how to be positive instead of negative. Part memoir and part self-help, this guide draws inspiration from the author s cancer survival story, which is told in an inimitable and straight-talking way, and her GAAB (Going Above And Beyond) Life 21-Day Challenge. The rainbow is at the end of the journey that begins today."

20th Anniversary Edition! In this definitive and popular guide, now in its fifth edition, industry expert Katharine Giovanni covers the basics of starting a new concierge, lifestyle management, errand service, or personal assistant company, from creating a business plan to handling the day-to-day logistics. This valuable resource--indispensable for small boutique services to large corporations--is packed will sales ideas, marketing tips, sage advice on topics such as insurance, and much more. Topics include why the concierge business is poised to explode in coming years, how to find a niche market, what services to offer, how to set fees, and how to sign top vendors and negotiate commissions from them. This book has been used by more than 10 thousand people from all over the world looking to start a Concierge and/or Lifestyle Business. Katharine's unique guidance has helped many successful start-ups through her ability to deliver time tested information for success in previous editions plus other books.

Whether for a business owner or an employee, this guide will show how to offer concierge-level customer service that will provide an edge in today's competitive business world. From interviews with top concierges to helping review nonverbal cues and body language, the information presented will help polish a professional image, refine communication skills, and teach the core beliefs and values that lead to extraordinary customer service.

Answering some of the biggest questions about the logistics of running a concierge business, this guide provides all the tools necessary to create a successful concierge, lifestyle management, errand service, or personal assistant company. From on-site, lobby, or corporate concierge services to more individual-oriented businesses, everything from the basics of starting a new company to sales and marketing tips are covered here in a simple, step-by-step format.

New York City's top concierge gives up a keyhole view into the luxe hotel rooms, private dining and dressing rooms of the ridiculous, rich and demanding Michael Fazio is the ultimate behind-the-scenes support man. Want two orchestra tickets to the Broadway musical that just won the Tony? Call Fazio. How about an upgrade to first class on an overbooked overnight flight to Tokyo? Call Fazio. Or a roomful of fresh hydrangeas—in winter? That's right. Call Fazio. From his early start as the harried and neglected personal assistant to a typical L.A. casting agent, Fazio took what he learned there and moved into concierge work at New York City's Intercontinental Hotel, where he was eventually able to parlay his services into a large and successful business of his own. In Concierge Confidential, Fazio reveals the behind-thescenes madness that goes into getting the rich and famous what they want, and shares some great insider knowledge on how to get access to the unattainable without making the concierge, waiters and other service people crazy. A few of Fazio's tips include: • When and how much to palm in tips • How to get a seat or ticket to the hottest thing in town • How to avoid being labeled a rube the minute you walk through the door • How you can become your favorite store or restaurant's most beloved customer • And much more

The captivating, inside story of the woman who helmed the Washington Post during one of the most turbulent periods in the history of American media.

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Winner of the Pulitzer Prize for Biography In this bestselling and widely acclaimed memoir, Katharine Graham, the woman who piloted the Washington Post through the scandals of the Pentagon Papers and Watergate, tells her story—one that is extraordinary both for the events it encompasses and for the courage, candor, and dignity of its telling. Here is the awkward child who grew up amid material wealth and emotional isolation; the young bride who watched her brilliant, charismatic husband—a confidant to John F. Kennedy and Lyndon Johnson—plunge into the mental illness that would culminate in his suicide. And here is the widow who shook off her grief and insecurity to take on a president and a pressman's union as she entered the profane boys' club of the newspaper business. As timely now as ever, *Personal History* is an exemplary record of our history and of the woman who played such a shaping role within them, discovering her own strength and sense of self as she confronted—and mastered—the personal and professional crises of her fascinating life.

Ren French leads you on his journey through life's mistakes and triumphs to become an award-winning and very sassy hotel concierge in one of the most amazing cities in the world, New Orleans. Have you ever been placed in a situation where your thoughts override your voice? Met a grandma with a potty mouth? Or made a new best friend from an awkward conversation? Discover questions you shouldn't ask a hotel concierge, and live the life of a guest as if you're sitting next to him. Enjoy an intimate peek inside the mind of a regular guy with not-so-regular thoughts. You might not find the secrets of the universe within the pages of this book or discover lost civilizations, but you'll savor the tales of one man's life well spent. Ren's imaginative storytelling sets the stage for you to smile, smirk, cringe, fart, and giggle at your own pace. Experience the fantastical world of the Rensverse, a narrative not to be missed.

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