

The Concierge Elite FAQ

1. What makes The Concierge Elite company different from other concierge companies in Puerto Rico?

A: The Concierge Elite will provide personalized services and products to our clientele. The quality of our personalized service will cater our clientele's needs and wishes. The company will focus on quality, not the quantity of the service provided. We will focus on fulfilling one specific niche and by doing that; we will be able to provide an amazing experience by providing a service that will exceed the clientele's expectations.

2. Can The Concierge Elite really arrange anything for luxury travelers?

A: The Concierge Elite will try to arrange every single detail of our clientele during their stay in Puerto Rico. From booking their flight to making them hotel reservations, private dinner arrangements, relocations, business meeting, convention planning to even a well planned relaxing getaway. If it is in our hand "we can make it happen".

3. If the client has a personal assistant, why do they need your company at all?

A: We are not here to take the role of any personal assistance; we will work side by side with personal assistance in order to exceed our client's expectation. We will make sure to work as a team with any personal assistances traveling with our clientele providing additional support while working together to showcase the best that Puerto Rico has to offer. Our team will be the local resource that will provide insights to enhance their experience on the island.

4. Why is so expensive to hire a concierge company?

A: In order to provide higher quality services and facilities, we need to be able to have the amount of staff that will cater your needs. Additionally, in order to provide exclusive, personal and unique services and facilities, we need to invest and partner up with high-end companies as well. But if you compare it to the cost of valuable time, effort, and resources that you will be saving trying to plan everything on your own, in a way we can say that hiring us is affordable.

5. Why focusing on luxury travelers instead of focusing on locals?

A: We focus on both, but there are many other companies that locals prefer with more affordable prices. We aim to please a specific niche of the population who are looking for unique experiences when they are traveling. Our products and facilities are provided to anyone who wants to experience a piece of Paradise.

6. What is really a concierge?

A: A concierge is a person that provides a solution to balancing your personal and professional life. We can create memorable experiences while you travel. We are the person that will give you advice when traveling, we will help you arrange, plan and organize anything without you having to stress about it. You can consider a concierge as a personal assistance, grocery shoppers, consultant, event planners and even travel agents that will take care of your every need.

7. What products do you offer different than any other travel company?

A: The Concierge Elite offer a unique Rainforest experience, 12-hour road trip around the island, High-end "Chinchorro" tour, East Island Catamaran excursion and Romantic getaway among others. Also, we are the only company that offers one-day trips to the brightness bioluminescent bay on the world at Vieques. We will also book flights, hotel reservations, restaurant reservations, tours, transportation, grocery shopping, group conventions, family getaways, weddings and even relocations to Puerto Rico. All of these are personalized according to our client's needs.

8. Puerto Rico is facing a major economic crisis, why do you think luxury travelers want to come to the island anyways?

A: Yes, Puerto Rico has faced a major economic crisis for the past few years but we believe that this island has a lot to offer to those seeking an amazing experience in Paradise. Despite a challenging year, demand for Puerto Rico as a destination venue in 2017 remains strong according to the Puerto Rico Tourism Company. The demand for luxury hotels and properties in Puerto Rico has increased slowly over the past years. According to an article published by *The Telegraph*, the Caribbean island has long been on the map for in the know Americans looking for luxury. Therefore The Concierge Elite is here to create unique experiences to those luxury travelers that want to visit the island.

9. What are the benefits of hiring The Concierge Elite services?

A: The most important benefit of hiring The Concierge Elite's services is that you will be stress-free. Our team will manage everything from flight arrangements, reservations, transportation, activities and even our client's schedule whenever they have a trip to Puerto Rico. Since our clientele work around a busy schedule daily, their time is valuable; therefore in most of their cases, they have a personal assistant who works for them, but here in Puerto Rico they will have The Concierge Elite to take care of them.

10. A new threat named Zika virus has been declared on the island since the past February. Is this still a major issue? Do travelers need to cancel their vacations to the island?

A: This is still a minor issue that has been taking care of, but NO! Travelers don't need to cancel their vacation to the island. Puerto Rico Tourism Company has been working with a comprehensive education campaign that was vital in informing and arming travelers with the facts about Zika for a worry free experience on the island, mitigating the impact on an essential industry to the island's economy.

11. With so many similar tours offered by other companies and with better prices, why do we have to hire The Concierge Elite then?

A: Simple, we will focus on making each of our client's experiences a personal one. In this case yes, there may be other companies with better prices because they focus on quantity rather than taking the time to really know what experience this particular client wants or needs. The Concierge Elite will manage every single request of their clientele in order to make a personalized experience for them.

12. Do The Concierge Elite have any future plans of expansion outside Puerto Rico?

A: Nevertheless, by been a new company in the market, The Concierge Elite has a lot of potentials. Currently, a lot of opportunities has been presenting to its owner in less than a year, which means that the business is growing. Now the company is negotiating different contracts with several hotel brands in Puerto Rico, in order to be the primary concierge at their services. This gives the company the opportunity to not only be recognized as one of the best in Puerto Rico but also it will help us on our company's next step to expand the business to Panama and other countries in the next years to come.

13. There are rumors that The Concierge Elite's philosophy is very similar to the Ritz Carlton's Gold Standards. Did your company plagiarize it?

A: That is a very interesting and unique question. First of all, we haven't plagiarized the Ritz Carlton's Gold Standards at all. But yes, as others major companies like Apple did, we adopted several techniques from this major hotel chain. As former ladies and gentleman who worked at the Ritz Carlton in Puerto Rico, The Concierge Elite team learned from the brand the importance of its legendary service. Therefore we adopted the service values and adapted to our company's mode of operation in order to develop great customer relations that will last a lifetime. Like Steve Jobs said: "Good artists copy, great artists steal".

14. How much time does your clientele should book your services in order to secure a great room or a nice reservation?

A: As soon as you are thinking to travel to Puerto Rico. Just make the call and we can plan ahead your trip. But we will try to maneuver your schedule according to the best of our capabilities. Sometimes last minutes trips happen and we will try to accommodate our services and facilities available at their needs.

15. Puerto Rico has a high criminal incidence at night and sometimes during the day, is it safe for tourist to walk around San Juan alone?

A: As any other city criminal incidences happen, but is not something that is to be alarmed about. But yes, is it safe to explore around San Juan especially at night when the entire city lights up and shows another side of a great nightlife full of great food and music. As your concierge company, we will make sure to recommend you the best places in town and will arrange transportation accordingly in order to provide safety to our clientele.

16. Are there any hidden spot around Puerto Rico that you can recommend?

A: Of course! Puerto Rico is called the hidden gem in the Caribbean for a reason. It all depends on of what the client is looking to discover when we start to develop all the secrets. From great sightseeing places, restaurants, bars, adventurous tours around the island or just the perfect spot to take the perfect breathtaking photo.

17. How would you describe your customers? What are their typical needs or impossible task that you have had to face?

A: Luis Alvarez, The Concierge Elite CEO, describes their target audience as married couples who enjoy luxury traveling and like having someone who manages their flight arrangements, reservations, transportation, activities and their schedule whenever they have a trip. Since they work around a busy schedule daily, their time is valuable; therefore in most of their cases, they have a personal assistant who works for them. The Concierge Elite recognizes their clientele, and always works to make every single detail of their time in Puerto Rico flawless. The Concierge Elite will manage every single request of their clientele in order to make a personalized experience for them. One of the most difficult tasks that we have had to face was booking the presidential suite of a top luxury hotel last minute, at the same price that the client paid the year before but we manage it quite well.

18. How do high demands have affected your reputation?

A: It hasn't! It has only challenged us to become the best luxury concierge company that Puerto Rico has in the market.

19. It is really impossible to please everyone, have you failed to deliver any request from high-end clients? When are you allowed to say “No”?

A: It is, but we have always tried to please our client one way or another. We cannot say that we have not failed because we are humans and sometimes it is not even possible to deliver the most outrageous request, but we tried. There have been times that we have booked every single request of the client and they are still not satisfied and end up canceling everything, but we try to make the impossible, possible. The company believes that if it is ethical, moral and legal they will make it happen for their clientele, if not then that is when we are allowed to say No.

20. How often have you had celebrities book your services? How did you manage to protect sensitive information in order to protect their privacy?

A: Celebrities or no, all of our clientele are VIP to us. We manage all sensitive information with care to protect the identity of everyone who books our services. We do not sell or share any information about our clients. The Concierge Elite pledge to be discreet and confidential about our dealings with our high-end clientele.