



FRONTLINE CONCIERGE

A LIFESTYLE MANAGEMENT COMPANY

FREQUENTLY ASKED QUESTIONS

What is Frontline Concierge?

Frontline is a concierge and errand service company that takes care of the details of your life giving you more time and less stress. We do the actual running!

Who uses Frontline Concierge?

Our clients include executives, working families and couples, people recovering from illness, small business owners, new parents, frequent travelers, single parents, seniors, travelers to the South Bay area of Los Angeles, corporations, realtors, and hopefully, You!

Can I afford this type of service?

Some people have used home and business concierge services for many years, but If this type of service is new for you, imagine what free time is really worth to you. Perhaps it is not even free time, but time for something specific that never happens because of all of your regular tasks that must be completed. Frontline is here to help!

Who can use this type of service?

Business professionals are not the only people who need Frontline Concierge. You may have general, ongoing requirements, but unexpected or emergency situations, last-minute gatherings where Uncle Pete comes into town unexpectedly, or you name it! Everyone can use Frontline Concierge to help get everything done!

What if I need last-minute assistance?

We prefer advance notice of at least 24 hours for scheduling, but we will do our best to take care of you. After all, we are your Exclusive Personal Assistant!

Reclaim Your Leisure Time,  
Rebalance Your Life!



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Contact: Kelly Johnston, 310.991.7688

P. O. Box 966, Manhattan Beach, CA 90267

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## How much is your time worth?

Time is a precious commodity in the 21st century. Life becomes exceedingly hectic at times and *Frontline Concierge* understands you want to spend more time doing the things that matter most to you.

*Frontline Concierge* is a lifestyle management company manages or supervises any project for you and offers time-saving solutions for home and business projects.

With more than twenty years of experience as personal assistant to celebrities, executives, contractors and property managers, founder of *Frontline Concierge*, Kelly Johnston is in a unique position to offer a variety of service types and manage your smallest and biggest needs with complete ease.

Call *Frontline Concierge*! We would be pleased to offer you a free consultation to learn how you can best benefit from our services. If you require a service that not on our list, please call us to see if we are able to assist you!

## RATES & SERVICE PACKAGES

**À la carte:** 1 hour—\$35.00

### On-going (Monthly) Packages:

**Package 1:** 3 hours—\$99 (5% savings)

**Package 2:** 6 hours—\$189 (10% savings)

**Package 3:** 9 hours—\$268 (15% savings)

**Package 4:** Create-Your-Own

**Senior Discount** at 10% for those 65 and older

**Gift Certificates** available—Give the gift of time!

Bonded, Insured—Your Exclusive Personal Assistant

**Frontline Concierge** offers all of the services listed below, and more, to meet all of your personal and business needs:

### CONCIERGE SERVICES

- Errands
- Grocery shopping
- Dry cleaning—Pickup/Drop off
- Post office/Shipping
- Prescription pickup
- Gift shopping/Wrapping
- Store purchases and returns
- Reservations and Appointments
- Locating hard-to-find items
- Research and Information gathering
- Car Services: DMV/maintenance/car wash
- Invitations/Thank you/Holiday cards
- Party planning
- Pet care: Vet/Feeding/Walking

### HOME & MOVING

- Property management and Supervision
- Arrange repairs and service
- Meet contractors for estimates
- Supervise deliveries and installations
- Set up utilities
- Moving assistance
- Hauling
- Caretaking while you are away
- Waiting for service calls
- Packing/Unpacking
- Space renovation and organization
- Arrange for relocation bids
- Donating unwanted items

### CORPORATE CONCIERGE

- Event Support, Shopping, Organizing
- Research
- Document filing
- Any concierge services
- Courier service
- Gift shopping/wrap/deliver
- Floral purchase/delivery
- Mailings/Data entry/Special projects
- Office supply purchase and delivery
- Lunch/Meeting refreshments delivery

### SENIOR CONCIERGE (10% Discount)

- Wellness checks
- Errands
- Shopping
- Light meal preparation
- Prescription pickup
- Bill paying
- Letter writing
- Grocery and personal shopping
- Appointment scheduling
- Lunch delivery

## GENERAL POLICIES

**How To Get Started:** All orders are placed by calling *Frontline Concierge* 48 hours before your anticipated service request for a free 30-minute Needs Assessment consultation.

**Hours of Operation**—Monday—Friday, 8:00 am—7:00 pm. Weekends and Holidays available by appointment. Orders are placed by calling (310) 991-7688.

**Local Service Area**—We serve the South Bay region of Los Angeles: El Segundo, Hermosa Beach, Long Beach, Manhattan Beach, Rancho Palos Verdes, Redondo Beach, Rolling Hills Estates, San Pedro, and Torrance.

**Extended Service Area**—Any orders outside the Local Service Area requires a two-hour minimum charge plus mileage.

**Cancellation Policy**—All cancellations require 24-hour notice and a \$25.00 cancellation fee will apply.

**How to Pay:** *Frontline Concierge* has an hourly rate of \$35.00 per hour with a one-hour minimum. Time in excess of one hour is rounded up to the next 15 minutes. We appreciate at least 24-hour notice, but we will try to accommodate rush orders! Payment is due before services rendered through cash, personal check, or PayPal on our website. Packages must be used within 30 days.

**Returned Check Fee**—\$25.00 for insufficient funds/returned checks.

**Client Privacy**—All Client information is confidential.

**Retainer**—*Frontline* offers the option of customizing a monthly service package. Hours required can be agreed upon at the beginning of each month.

**Third-Party Purchases**—You provide cash or credit card deposit prior to any purchases made. Payment is due in advance of services rendered and any merchandise purchased on behalf of our clients is client's responsibility in advance.

**Satisfaction Guarantee**—Satisfaction is always a guarantee with *Frontline Concierge*! If for any reason you are not pleased with our service, we will correct our mistake or you don't pay a dime.

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