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The Effective Executive's Guide to Hiring a Lifestyle Management Company

How To Avoid the Three Common
Problems of Hiring a Concierge



The Three Common Problems with Concierge Companies and How Live Limitless Overcomes them All

When you hire a concierge company, you are entitled to several expectations. First, you should expect to **only** pay for the products and services you, your team members, and your clients and guests actually receive and use. Second, you should expect the people you work so hard to please to get the highest quality and the best match possible for the services and experiences you've requested for them. And third, you should expect fair and transparent pricing for the services of the concierge and not have to worry about hidden markups, murky billing, or outlandish management fees.

But does reality ever match your expectations when you hire a lifestyle management company? Your answer is probably No. Here are three common problems you've probably encountered more than once.

Three Common Problems with Concierge Companies



Problem #1

Unused Membership

You purchase annual memberships with a concierge company for your clients, team members, or guests as gifts. You have the best intentions and know the value of the gift you're giving. However, at the end of the year, you look back and realize that less than 10% (probably less than 5%) of all the memberships you had gifted were never used.

Your company spent an inordinate amount of money to build relationships with people you value, and 90-95% of all that money went to waste. Whoever approved the budget cannot be happy with the result. And neither can you.

But what if you could eliminate that expense entirely so as to make sure that none of your budget is wasted? And what if you could ensure that your clients, team members, or guests still get the full benefits of the membership should they choose to use it? Keep reading, and we'll show you exactly how to do that.



Problem #2

Nepotism Among Service Providers

You want your team members, clients, and guests to have the best experience possible, within the allocated budget. The best transportation, accommodations, and other services. But as your experience probably shows, the service these people get is often subpar.

The concierge promises the absolute best, but your client or guest gets a hotel room or a car that leaves a lot to be desired. You complain to the concierge company, admonishing them to use a different supplier next time.

However, the next event comes, and your client or guest again ends up at the same hotel and driving the same car from the same supplier as last time. Well, what's the deal here? Why wasn't your complaint addressed, and poor service became a recurring theme?

The problem is that lifestyle management companies limit their business to a small number of familiar suppliers, and these relationships are often bound by the culture of kickbacks and the "you scratch my back and I'll scratch yours" mentality. In other words, nepotism rules, and the result is poor service, delays, excuses, and bad attitude.

But what if you could have certainty that your clients or guests will receive the highest quality of service available within the allocated budget, every single time? Sounds too good to be true? Yes, you've probably heard the promise before. But keep reading, and we'll show you how to gain real certainty that you get the most for your company's money, in a tangible form.



Problem #3

Murky and Unfair Billing

You've taken good care of your team members, clients, or guests, and it's time to pay the bill. The first thing that jumps out at you on your invoice is the inordinately high total. What could be the reason? Are you being treated fairly?

Well, first, most concierge companies charge 15%-20% of the total of your expenses as a management fee. This is a very high percentage that adds up quickly, especially on those high-end, high head count events.

Second, unfortunately, and we regret to mention this, but concierge companies have a reputation for adding hidden markups on individual services. Now, the concierge gets the management fee, the kickbacks from nepotist suppliers, and the hidden markups. Combined, all of that hits your company's budget hard.

But what if you could have total confidence in the way you are billed by the concierge company? What if you knew for sure that you're not paying any hidden markups and could count on a fair, simple, and predictable fee structure?

Again, you may have heard this promise before, but in this guide we'll give you a practical and tangible way to have confidence in getting a fair deal with a lifestyle management company.



**Let Us Solve these
Three Problems for You**

At Live Limitless, we have a client-centered philosophy, and our core principle is to give the power back to the consumer. As a result of extensive experience observing our competitors and serving our own clients, we have come up with three ways to save you money and rid you of embarrassment and inconvenience when dealing with a lifestyle management company. Here are three solutions you can count on with Live Limitless.

Solution #1

No Membership Fee. Ever.

Unlike other companies, we never charge a membership fee. Quite simply, you never again have to purchase memberships. Knowing that 90%-95% of them will probably remain unused, this saves your company a tremendous amount of money.

At the same time, you retain the power of gifting, and our membership is as valuable as ever. Your clients and guests get the same benefits and advantages of having a membership with a global concierge, but at no cost to you.

We value each customer and build our relationships proactively. So, when you gift a membership from Live Limitless, you can rest assured that you are giving something of great value - with no fee attached!



Solution #2

Service Transparency

Our approach is client-centered. So, in an effort to make sure that you or your team members, clients, or guests always get the best possible level of service your company budget can buy, we have revolutionized the process of selecting service providers:

- ◆ We only pick suppliers that make the most sense for you and your guests and clients
- ◆ Our choice of suppliers is not motivated by kickbacks or any form of nepotism
- ◆ We provide you with what we call the **Confidence List**

The **Confidence List** is an itemized list of all your venues, complete with a short summary of the rationale for the choice of each supplier. Each item on the list describes how we came up with that particular choice, based on your request and on any factors known about the event and its attendees.

As you go through the **Confidence List**, you'll see why each choice was made, complete with the web links that you can follow to verify the quality and any relevant information about the venue. In other words, we have made our choice of suppliers perfectly transparent and reflective of your request rather than of any irrelevant factors.

As a result, you or your clients or guests are not steered into second- or third-choice venues. You get the best match for the desired venue available in the industry. Note that we provide our clients with exactly what they want 99% of the time. The other 1% is an extremely close second choice that clients end up absolutely loving 99% of the time.

Consequently:

- ◆ You know exactly why we picked each venue based on your desire and request
- ◆ You can be 100% certain that your clients or guests will experience the absolute best available match in the industry for your desired venue



Solution #3

Billing Transparency

In our client-centered approach, we do three things to counter the less-than-holy reputation of lifestyle management companies when it comes to pricing and billing.

First, we negotiate the best deals with each supplier for you. Since we don't base our choice of suppliers on any kind of nepotism, and they must compete for your business, this makes it easy and natural for us to negotiate the best pricing.

Second, we introduce the flat rate of 10% on the total of all items as our management fee. That is all you pay - 10%, and no additional fees, ever. We **never** markup individual items in addition to our percentage fee. Compare this to the 15%-20% that other companies charge and do the math. Even a small project will save your company a significant amount of money, not to mention those big, high head count events.



And third, to give you full confidence that the promises we make are not empty, we complete the **Confidence List** mentioned above with key information about each supplier or venue. This way we make it easy for you to verify pricing for each item.

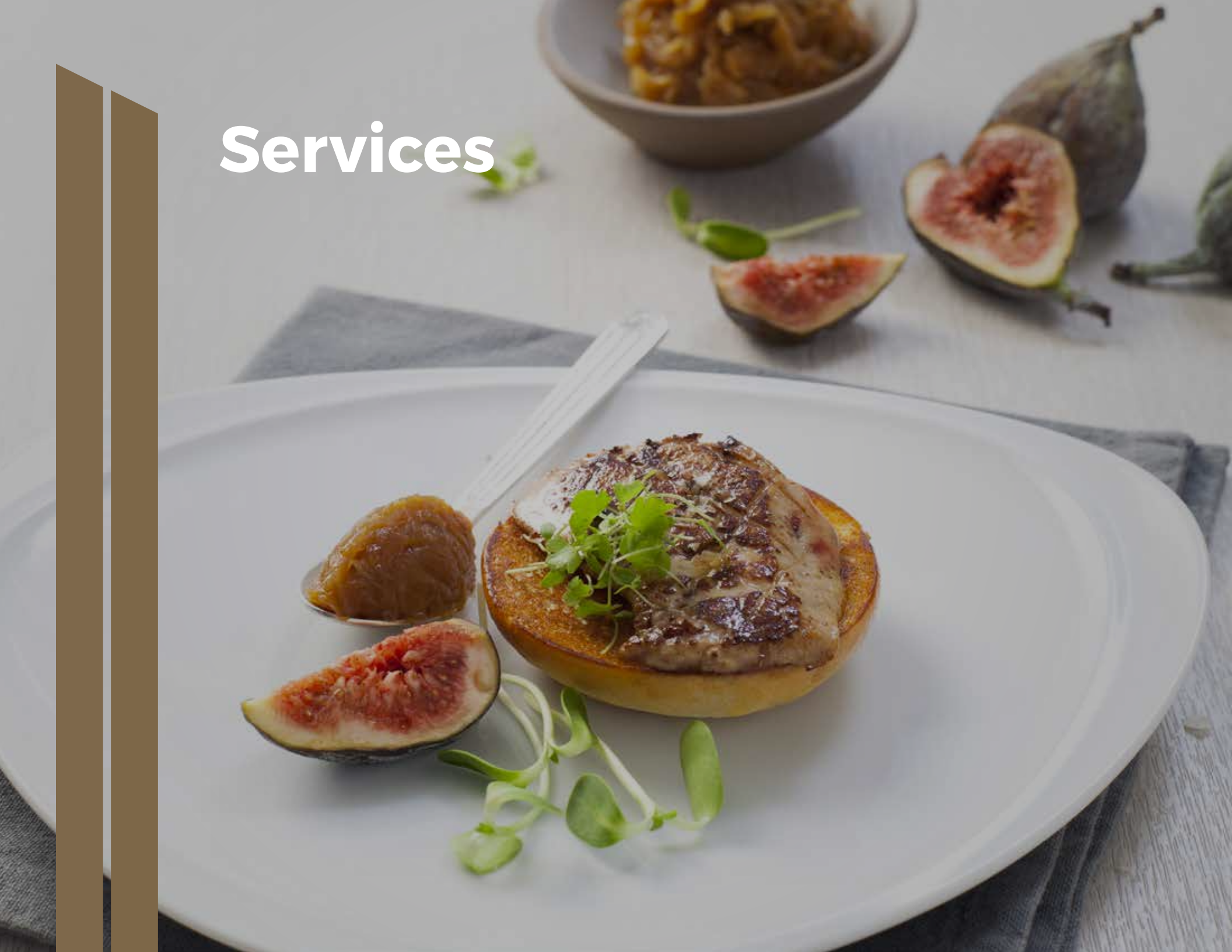
You get:

- ◆ Links to each of the companies, their products, and prices
- ◆ The regular posted price and the price we were able to negotiate for you
- ◆ Names and contact information of key contact persons for each supplier

Now, in case you would want to verify any of the prices for any items, you could do so quickly and easily. The **Confidence List** is done in a very clear, professional manner, and you won't have to waste any time looking for accurate information on the suppliers. You get the high-quality PDF once the order is complete and all the items are finalized.

We hope that we have made Live Limitless an obvious choice of a lifestyle management company for you. And we have faith that we have made your life easier by solving the three common problems with concierge companies.

Services



We provide a full range of services as part of lifestyle management, including those aimed at:

- ◆ Rewarding yourself or incentivizing your in-house team
- ◆ Impressing or nurturing a client
- ◆ Building engaging relationships and increasing loyalty

When it comes to our range of services, if you can dream it, we can do it.

We take care of:

- ◆ **Travel & Accommodation**

- ◆ Flights
- ◆ Hotels
- ◆ Villas
- ◆ Apartments

- ◆ **Private Transport**

- ◆ Private Aviation
- ◆ Limousine Chauffeur Service
- ◆ Luxury Yachts

- ◆ **Events**

- ◆ Private Parties
- ◆ Weddings

- ◆ **Curated Unique Experiences**

- ◆ **Ticketing and VIP Access**

- ◆ **Dining & Fine Wine**

- ◆ **Real Estate**

- ◆ **Education**

- ◆ **Business Services**

- ◆ Conferences
- ◆ Exhibitions
- ◆ Seminars

- ◆ **Personal Shopping**

- ◆ **Arts & Leisure**

- ◆ **Anything else you can imagine!**

Management Profile



Atif Karimuddin, the Founder & CEO of Live Limitless, has extensive experience as a Director of Operations for the world's leading Global Concierge and Lifestyle Management company. He has 15 years of Operations, Business Development, Sales, and Acquisition experience in B2B, B2C and Relationship Management roles under his belt. Atif holds an MBA in Executive Management and Entrepreneurship.

Fadi Mehdi is the Director, Client Relations Middle East. Formerly a Head of Event Management for the world's leading Global Concierge and Lifestyle Management Company, he has 10 years of Client and Events Management experience, all in the Middle East, covering the territories of Saudi Arabia, UAE, Kuwait, and Lebanon. Fadi has handled large scale corporate clients and events, ranging from corporate to lifestyle experiences in the areas of art exhibitions, sporting events, wedding shows, family/kids shows, among others.



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www.livelimitlessnow.com