

Benefit Fact Sheet

What is it?

Concierge services provide personal services and errands for employees in order to help balance their work and personal lives. Some of the tasks that concierge providers perform include:

- Business and corporate services (client visitation coordination, corporate retreat planning, travel management and employee relocation, onsite dental and haircut services, etc.)
- Personal services (shopping and housekeeping services, car repairs, pet care, lawn and garden care, etc.)
- Entertainment (dining arrangements and reservations, event planning and catering, acquisition of event tickets, etc.)
- Resource services such as health club referrals, child and elder care referrals
- Travel arrangements
- Information research
- Convenience services

Why offer it?

- Creative approach to attracting and retaining valued employees
- May improve employee productivity by reducing non-work distractions
- Allows employees to enjoy personal time by alleviating the need to perform errands
- Enhances morale

What types of employers offer it?

- Progressive employers
- Companies that require long hours from employees
- Companies located in major metropolitan areas, where concierge providers are more heavily represented
- Companies with significant concentrations of employees

What size employers offer it?

Larger employers (200+), as cost may be prohibitive to smaller employers. It is generally not cost effective (or even available) to employers with fewer than 20 employees.

What are the critical underwriting or participation requirements?

- Number of eligible employees
- Range of services provided

What's new in this area?

Traditionally concierge services have been provided by local organizations in specific geographic areas. National corporations are now offering programs with consultants placed worldwide, making them more valuable to large multi-site companies. Services can be accessed through a call center, online, or an established on-site location.

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How much does it cost?

Pricing models vary significantly among concierge service providers. Certain providers will charge an hourly rate for services or errands performed. Average hourly rate for the San Francisco metropolitan area is \$55. Other providers charge on a fee for service basis. Approximate monthly charges typically start at \$2,500 and increase based on size of the company and utilization of services. Another price structure is an all inclusive annual fee, typically starting at \$100,000 per organization, or \$295 per employee. The per employee annual cost may decrease for larger employers.

Providers

- [Best Upon Request](#)
- [Charm City Concierge](#)
- [Golden Gate Concierge - Serving San Francisco, San Jose and the Peninsula](#)
- [VIP Desk](#)

Pros and cons

Pros

- Quality of life benefit for employees
- Allows employees to maintain balance between work and personal life
- Possible improvement in employee productivity, reduced absenteeism and reduced turnover
- Reflects a positive corporate image and attracts new employees

Cons

- Employees may see less value in this benefit compared to other benefits offered
- Expense, additional cost
- Impact on productivity not verifiable

This Fact Sheet is designed to provide a general overview of the benefit program, service, or regulatory act it describes. The information included in this document is not a substitute for legal or professional opinion relative to a plan sponsor's particular fact pattern. Your ArlenGroup consultant can answer more specific questions relative to its application for your organization. A menu of additional topics is available online at: www.arlengroup.com/facts.