

Questions and Answers

Get It Done Concierge Services was established in 2018 by Darren Coleman. The business started out as a professional moving company with the first job being moving a 300lb safe from the bed of a pickup truck to inside the owners home using nothing but an extra set of hands and a borrowed refrigerator dolly. Fast forward to several years later, Get It Done Professional Moving Services turned into Get It Done Concierge Services serving customers from all walks of life, from single moms to senior citizens in assisted living quarters. Get It Done have subcontractors available for all your state license required service needs. General labor Services such as: handy man, janitorial, landscaping, housekeeping, chaperoning, pet sitting, and even professional waiting service. No matter what you need, Get It Done has you covered.

1. So first and foremost, what is a concierge?

We all are familiar with hotel concierge, where they do stuff for you like room service dining, valet, bell boy bringing your bags up to your room, and if you order dry cleaning, they add it to your bill for your hotel room and you pay the balance when you check out. So, it's basically one person or individual (which is the concierge) under a general labor contract for another person from the public (which is the client). The only difference is instead of a hotel, it's at the client's home. So, we are doing the same things as a hotel would be doing, it's just for a homeowner. So, you get the basics, housekeeping, janitorial, running errands, etc. You know, your basic general labor necessities for living in a residential neighborhood. Also, for all services that requires a permit to be performed, we subcontract the job to licensed professionals.

2. What do ppl need to know about you as a concierge?

I'm Trustworthy and reliable. Any concierge's job is built on trust. It's hard for customers to allow you to do your job if they don't trust you. As a concierge, you get to see clients at their most vulnerable moments. Trust is knowing that this person came into my life and has my best interest at heart. Trust gives people in general a sense of security. Whether they are sick, depressed, or just not feeling their best, they have someone in their corner who's going to have their back and assist them out of a situation. Now the other part of that is Reliability. People will tell you, if anybody's going to show up and be on time, it's Mister Coleman. No matter what time of day or night, if my client calls, I'm going to answer my phone. If it's important to you then it's important to me. I always make sure my clients are taken care of to their liking. In the past, I have had to teach coworkers about the difference between customer service and customer expectations. For example, if they hired you for a job, you show up and perform that task, that's basic customer service. You exceed the customers' expectations by taking an extra moment to show more care in the details, as if it was your own property. Make it look presentable, give them that wow factor, every time. That's not just business, that's a reflection of your character which shows customers that you care.

I'm also resourceful and competent. When you are faced with a dilemma and no one has the resources to aid you in the situation, it's frustrating. You're desperate trying to think of a solution, and sometimes you panic which can worsen any situation. A concierge needs to be resourceful! He needs to know what's the most effective and time efficient solution for the situation. It's

satisfying knowing that you have a concierge that's equipped to handle your every need, especially when it counts. A concierge must be the guy who is resourceful and competent. He knows who to call in order for it to get done immediately or at the very most the next day. A concierge is always prepared for the worst-case scenarios even though their client may have planned for the best-case scenarios. True enough, I'm 36 years old and I've managed to maneuver through some life altering scenarios pretty well. I think what has kept me on top is me not panicking and thinking clearly before I respond emotionally. Some would argue, that because of these types of experience, I've gained insight and wisdom over the years. So, for me it's always logic and reason over emotion, period. Now because I'm single, that's not good dating advice, but it is for sure sound business advice.

3. What's the backbone of being a concierge?

A concierge's network of trustworthy and dependable subcontractors who are licensed and bonded with the state and registered businesses with the Better Business Bureau. If I was to be honest, I can't do everything and be everywhere at the same time, so subcontractors are what save face, when it comes to my business. I honestly think it takes a team effort to succeed in this industry. To be a concierge, you must have a team that's geared to go the extra mile and at the same time have it's heart in the right place for the right persons. And sometimes it's not always a business, just one person who lines up with my belief of being trustworthy, reliable, knowledgeable, and competent in doing business.

4. What is a weakness we can expect from you as a concierge?

I would say that I'm a bachelor and I have no culinary education. So, you can expect that to be outsourced. When it comes to nutrition and health factors, I lack the wisdom and expertise. Don't expect me to know how to cook a thanksgiving dinner. You might get a burger or breakfast foods, but that's about it. My favorite food is burgers, and my second favorite is chicken, but I do know a few people that can get the job done. I have a few friends that can throw down on the grill and put these food chains out of business.

5. What is your strongest asset as a concierge?

I love working with my hands. It's something about viewing your finished work, stepping back and admiring your creation upon completion. I take pride in knowing I did something unique for the benefit of other people especially if they are enjoying it. For me, it is truly satisfying. I realized this when I was young, because I didn't have a degree to showcase my intelligence, my work alone served as my trophy. Your work alone says if you are who you say you are. And I think that goes back to earlier when I was saying exceeding customer's expectation, it's a part of my character.

6. There are so many options to choose from when it comes to hiring a concierge, why should they choose you over the competition?

I'm not going to say, they should pick me because no two clients are the same, so some concierges may be more equipped to handle certain clients than I can. I don't claim to have all the answers, but I will say this: I'm a concierge that has thrived in the face of adversity so I can handle more than what some concierges are willing to handle and that's only because of fear. I fear nothing and can handle anything. There is nothing I cannot do. So, a good concierge will be flexible and able to handle situations that can get ugly. Give substance and structure where it doesn't exist. I've worked for some big clients before and didn't fold under pressure and still

delivered. Another thing is I see everyone as my equal and I think that makes a difference in your quality of customer service. Some would call it having empathy because it could have been me or sometimes it was me in that situation. I have the patience and endurance to persevere and simply work hard. Whenever there's a will there's a way, so I seek to find that way no matter how difficult the road may be.