

# CONCIERGE CONNECTION

OCTOBER 2023



**LEAH OPPEL  
CONCIERGE**

**The Atriums  
513-345-1174**

[atriums@bestuponrequest.com](mailto:atriums@bestuponrequest.com)

**8 a.m. to 4:30 p.m.,  
Tuesday - Thursday**

[Share Your Feedback](#)

[Customer Portal](#)

## Important Dates

**October**

16, Boss's Day  
21, Sweetest Day  
31, Halloween

## Concierge Service: Easy as 1, 2, 3 and Free!



Want to use the concierge service but are unsure how to get started? It couldn't be easier! If you follow these three easy steps, we can start tackling your to-do list.

1. **Enroll online.** This confidential link tells us everything we need to know to act on your behalf while fulfilling requests.
2. Contact your concierge with your request via phone, text, email, [Customer Portal](#) or mobile app.
3. The concierge fulfills your request. Our time is of no cost to you! You only pay for the goods and services requested on your behalf (we accept all major credit cards). Additionally, BEST does NOT accept tips. If the concierge uses her vehicle to complete your request, a mileage reimbursement at the current IRS standard rate will apply.



## Spooktacular Planning

As spooky season approaches, BEST is here to help you have a hauntingly delightful Halloween! Need assistance with finding the perfect costume, arranging a pumpkin-carving soirée or finding fun treats for your child's classroom party? We've got you covered! Let Leah take the scare out of Halloween prep, so you can focus on enjoying the tricks and treats.

## Like a Boss

Elevate your appreciation game on **Boss's Day**, which falls on Monday, Oct. 16. Best Upon Request can help you select thoughtful gifts, arrange a team lunch or even prepare personalized cards to make your boss feel truly valued. With your concierge's support, you will leave a lasting impression on the one who leads the way.



# We are here for you

Hand your to-do list over to Best Upon Request, so you can spend your free time doing more of the things you love.

The Atriums is providing this service to you free of charge, because they care about the well-being of their tenants and their tenants' employees. You only pay for the goods and services requested on your behalf. If the concierge uses her vehicle to complete your request, a mileage reimbursement at the current IRS standard rate will apply.

We're here to serve you from 8 a.m. to 4:30 p.m. on Tuesdays, Wednesdays and Thursdays. We can be reached by phone, email, mobile app or [Customer Portal](#), or in our office, located in the lobby of the Atrium 1 Tower.

It's simple to start using our services. First, fill out an online Enrollment Form at [bit.ly/BEST-AtriumsConcierge](https://bit.ly/BEST-AtriumsConcierge). Then, contact the concierge to make a request. After your request is complete, the concierge will contact you and you can cross the item off your to-do list!

## Contact us today to get started!

513-882-8628

[Atriums@bestuponrequest.com](mailto:Atriums@bestuponrequest.com)

Leah  
Concierge



"We ease the day ... You seize the day!"<sup>®</sup>  
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Unleashing the potential of each day<sup>®</sup>

# Frequently Asked Questions

## What is Best Upon Request?

We are a national company that provides on-site concierge services to innovative organizations, properties and employers. In business for more than 30 years, we set the gold standard for professional concierge services, committed to creating life-enriching experiences for our customers.

## Why is this service offered?

The property management at the Atriums has contracted with Best Upon Request (BEST) to help make life easier for tenants and their tenants' employees. Providing this unique benefit demonstrates that they cares about the workforce and the whole person; their work life and home life.

## What types of services are offered through Best Upon Request?

BEST handles many of the tasks that take time out of your day. For instance, researching products and services, coordinating vehicle services, tickets and reservations, vacation arrangements, gift services, and errand running.

## Who is eligible to use the concierge service?

Everyone who works in Atrium 1 or 2, regardless of title, can use this service.

## How much does the service cost, and am I required to tip the concierge?

Our service is FREE. The only thing you pay for is the cost of the goods and services you request. We accept cash and all major credit cards as payment to vendors or to reimburse BEST. If the concierge uses her vehicle to complete your request, a mileage reimbursement at the current IRS standard rate will apply. BEST does NOT accept tips. The best tip is a recommendation to a co-worker who has not yet used the service.

## Why am I required to complete an Enrollment Form in order to use the service?

Our one-time enrollment allows us to serve you efficiently and to act on your behalf. You never know what life may throw at you. You may only need to buy a stamp today, but if you need help fixing a flat tire, it will save time if we already have you in our system. We meet the Payment Card Industry Data Security Standard (PCI DSS) requirements to protect personal/payment info.

## How do I get in touch with the concierge to make my request?

Your concierge can be reached by phone, email, [Customer Portal](#) or stopping by our office from **8 a.m. - 4:30 p.m., Tuesdays, Wednesdays and Thursdays.**



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**ATRIUMS™** 



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# Examples of Services



## Convenience Services

Tackle your to-do list without ever leaving work. Drop off your dry cleaning, packages that need mailed or gifts that need wrapped at our office. We'll take care of the rest!



## Information Research

Need to find a special gift for that person who has everything? Want to plan a weekend getaway and need ideas? We can research it for you!



## Personal Travel and Event Planning

Your concierge can handle everything for your event and travel planning from making arrangements to exchanging currency or assisting with passport applications. We can help your next trip or event go off without a hitch.



## Transactional Services

Do you need tickets to a movie or local attraction? We have a selection of discounted tickets for sale in the concierge office. We also have access to discounts on popular attractions across the United States.



## Errand Running

We do the running so you don't have to! Your concierge can take your car in for an oil change, wait at your house for a repairman, grab lunch for you on a busy afternoon or pick up your prescription at the pharmacy.

**513-882-8628 | [Atriums@bestuponrequest.com](mailto:Atriums@bestuponrequest.com)**

This list contains just a few examples of the million ways BEST can help simplify your life. Need help? Just ask.



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