

The Forgotten Anniversary Gift

An entrepreneur whose time poor.

The scenario

Mr Stephens is an entrepreneur with a large business in Bristol. His role is incredibly demanding and when he is home from work with his wife and two children under 3, he finds it hard to juggle home life tasks when he's been working hard on his business all day.

When we signed up Mr Stephens and his wife for our Concierge services, his wife particularly mentioned that she did not want us reminding Mr Stephens of their anniversary or her birthday, as they were the two dates that he should not forget, regardless of work pressures.

However, three months into our Concierge relationship. Mr Stephens called us at 4pm on a Thursday afternoon panicking, it was their anniversary the next day and he didn't have a card, gift or anything organised. He was due to leave the office for the day but had informed his wife he would be straight home... so he needed a gift and card by lunchtime of their anniversary...

Our Lifestyle Manager had a great relationship with both Mr and Mrs Stephens, she sourced six different gifts, within budget, which included a Diamond Bracelet, Jimmy Choo Shoes and a Weekend in Edinburgh to which he chose the Diamond Bracelet. She arranged for an Anniversary card to be hidden in the bin at the end of their driveway and for the bracelet to be gift wrapped and sent to his office before 1pm the next working day, along with a meal at Michelin Star restaurant Casamia booked for that evening with a return chauffeur service.

In summary

If Mr Stephens didn't have a Concierge Service to pick up this request at such late notice, then he would have likely to have been stuck to sort a gift in time for their anniversary. Going forward, Mr Stephens has agreed that we contact him three weeks in advance of each occasion to ensure that everything is organised in advance.

A very happy client who utilises our services in every area.

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