

A day in the life of THE CONCIERGE

BY PETAR CUKIC



PETAR CUKIC, SENIOR CONCIERGE
88 ERSKINE AVENUE – GREENWIN INC.

My day usually starts like most people's, with a cup of coffee. I'm at the front desk five minutes before 7am, caffeinated and ready to go. What I like most about this job is the variety – no day is ever the same as any other. There are new people, new questions, new issues to assist with.

An important part of the day is making sure that I'm at the front desk as the residents leave for their day. I'm the welcoming face to wish them a good day or a happy birthday. It's not that I have a photographic memory – just really good software. I am available for whatever residents might need, whether that's to drop off keys for a guest who'll be coming later that day, pick up a package that was delivered the day before – and everything in between.

That "everything in between" can literally be anything. Residents will give written permission to open their suites for furniture deliveries, or request that I put their dry cleaning in their closet or borrow folding chairs or folding beds or just an umbrella when they've forgotten theirs.

Probably the best part of the job is assisting residents with birthdays, anniversaries, proposals and other celebrations. Keeping the subject of a "surprise" party occupied in the lobby while guests arrived or helping a groom-to-be to arrange a catered dinner for two are recent examples. In the case of the dinner, I even provided a slightly used apron for authenticity! In the past month, I've shown people how to use their PVR, how to tie a bow for a tuxedo and how to use the car wash bay.

Aside from the obvious security aspect of the job – constant video surveillance from 80 plus cameras throughout the building – the concierge staff are the "go-to" people for neighbourhood information: the best place for alterations, dog walking, Sunday brunch, eyeglass repairs and massage, to name a few. We know who delivers, which drug stores are open late, where to find free parking.

To sum it up, a concierge is there for anything and ready to help with everything a resident may require. We are friendly, courteous and discreet. We do our utmost to anticipate residents' needs and reduce the stress in their lives.