

your HOME

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DAILY NEWS

REALESTATE ROUND-UP

*Luxury is back — bigger than ever

YOUR HOME CONCIERGE

LUXURY AGENCY

By Wendy Ilene Friedman

At Your Service

The best addresses offer personal lifestyle managers

In the increasingly competitive market to attract residents, developers have turned to a full range of building amenities, including concierge services. Yet these are no ordinary concierges. Modern concierge groups that service Manhattan's residential buildings have redefined the term. They are now considered "lifestyle managers" and go above and beyond typical duties like hotel and restaurant recommendations. In today's world, these personal lifestyle managers do everything from arranging private dinner parties to hunting down rare items and hanging clothes according to specifications, so skirts don't get creased.



Abigail Michaels Concierge

www.abigailmichaels.com

The Abigail Michaels Concierge team attends to nearly 350 calls each day from residents in the 42 apartment buildings, and that's standard for Abbie Newman, Michael Fazio and their staff of 15. Newman and Fazio started their company in 2002 after many years as hotel concierges. "We took our golden Rolodex and applied it to the residential world," said Fazio.

Coming from luxury hotel backgrounds, the co-founders insist that each employee they hire know how to deliver. With a service mentality embedded in their psyches, they pride themselves on their reputation as "consistent and solid." Fazio said they don't promise things they can't deliver to make clients feel like rock stars. Instead, they rely on their ability to provide five-star service, whether arranging travel plans, helping with wedding details or any other "last-minute things that come up." "We'll do everything that's legal," said Newman. Meaning they've done errands like shipping hunting guns across borders, pet adoptions for residents who need caring homes for pets and other nontraditional activities, like hiring ice butlers for a wedding on a scorching hot summer day.

Numerous employees have earned the American Express Concierge of the Year Award, and the group is recognized by the New York Convention and Visitors Bureau. "Our customers are accustomed to care to detail," said Newman. And the team aspires to exceed their expectations.