



Chantal Boxer

Title: Co-Founder of Fini Concierge

Profession: Business Owner

Finis Concierge is a Boston-based personal assistance company that serves 150-plus clients. Fini Concierge assists people with managing their personal and professional lives. A concierge is available to take care of all the endless to-do list items and run those time-consuming errands that people really don't have time for with their busy lives. Services include, but aren't limited to, grocery shopping; picking up the dry cleaning; scheduling appointments; arranging for home services such as furnace repair and making sure someone is there when the repairman arrives; all the chores that go with a residential or office move such as finding a mover, notifying companies of the change of address, researching area schools, etc.; help with events such as picking up the food and beverages; making travel arrangements- basically anything to help simplify our clients' lives.

my Education | BA in Family and Community Services

how to get started | Look at the market where you are and see what the needs are. What needs a solution? Determine what personal assistance services is already there and who could be the hidden competition such as those who provide similar services, may be a property management company or a luxury apartment building where services are provided by management. Then determine if there is a place for this kind of business.

beginnings

how I got started | My husband and I saw the need for this service. He worked quite a distance from home and commuted, so the last thing we wanted to do on a Sunday afternoon was run a lot of errands. We looked to see what kind of services were available in the area, and saw there was a gap. We decided this was something we were interested in doing: running a concierge service worked well with the skills we had developed in our professional lives and with our personalities: we both like to work with and help people. We enjoy helping people live less stressful lives, become more productive, and provide the community with a trustworthy and reliable resource.

inspiration

why this job? | Fini Concierge was created after experiencing the same imbalance that our clients have in their own lives: too many tasks on their to-do list and never enough time to accomplish them. We could easily identify with the need that we saw in the marketplace: people pulled in many different directions with work and family and having less personal time. We wanted to provide a solution.

love

why I love this job! | I love the relationships that I've created with my clients. We've really enjoyed building our own business: it's a strong business model and we feel it will continue to grow. We work with so many different vendors from dry cleaners to home construction on many different client projects that I learn something new every day.

typical day

my typical day | There's no typical day- every day is different from the next because all our clients have different needs and deadlines to accomplish them. Each day is like a puzzle- how do I fit my day together, between meetings with clients and vendors, running around doing client tasks, plus working on growing our business.

challenges

what they are | Continuing to build relationships with vendors and find trusted ones. We need to find the ones that are the best and able to benefit our clients. We are always educating people about how we are a resource and can make a difference in their daily lives.

upside

all about growth | The opportunity is tremendous. We have a lot of people who are thinking about this line of work that consult us. We encourage them to do some soul-searching before they start, such as do they want to do these projects that are often the things that clients don't want to do?

must have traits| A desire and excitement around helping and working with people on a daily basis. Well-organized. Pro-active. Able to multi-task and reorganize your work. Ability to make a plan and implement it. Strong communications skills and an ability to work with varied clients and personalities.

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