

LIFE, CURATED

THE BRUILT CONCIERGE

SERVICE PORTFOLIO

People & Relationships

Managing family, friends, and stakeholders	Proactively building new support networks
Maintaining relationships with preferred vendors	Managing suppliers and contractors
Liaising with contacts for the principal	Evaluating service provider performance
Facilitating introductions and networking	Acting as a trusted gatekeeper
Coordinating household staff and drivers	Supporting VIP guests and visitors

Lifestyle & Personal Affairs

Overseeing day-to-day requirements	Curating personal growth opportunities
Managing memberships and exclusive clubs	Coordinating health and fitness schedules
Managing personal administration	Personal archive and document management
Proactively managing wellness trends	Arranging beauty and grooming services
Organising appointments and commitments	Supporting family logistics and activities

Travel & Mobility

Coordinating international and domestic travel	Creating seamless home-from-home experiences
Travelling ahead to prepare venues	Booking private and commercial aviation
Creating detailed travel itineraries	Optimising travel loyalty programmes
Managing travel disruptions and changes	Arranging luxury accommodation and transport
Managing visas and travel documentation	Conducting advance destination research

Homes & Property Management

Managing multiple global residences	Ensuring smart-home system integration
Supporting property acquisitions and moves	Managing refurbishments and renovations
Overseeing property maintenance schedules	Overseeing security and compliance
Managing seasonal property requirements	Conducting regular property inspections
Coordinating contractors and tradespeople	Preparing properties ahead of arrival

Asset & Valuables Management

Maintaining valuable asset inventories	Tracking maintenance for valuable items
Coordinating shipping and customs for assets	Liaising with insurers and records
Managing luxury collections (watches/jewellery)	Coordinating security for high-value items
Managing wine and specialist collections	Organising secure storage and transport
Coordinating valuations and appraisals	Managing art and antique acquisitions

Purchasing & Procurement

Researching and sourcing products/services	Procuring equipment for homes/offices
Managing gifting programmes and events	Managing household and personal purchasing
Procuring luxury and bespoke items	Managing returns and warranty claims
Supporting interior styling projects	Coordinating deliveries across locations
Obtaining quotations and negotiations	Sourcing hard-to-find specialist items

Projects & Special Initiatives

Managing personal and business projects	Implementing new lifestyle initiatives
Supporting charitable/philanthropic work	Managing timelines, budgets, deliverables
Coordinating home builds and renovations	Drafting project status/progress reports
Delivering bespoke, high-discretion projects	Coordinating multiple stakeholders
Supporting interior design projects	Researching emerging technology solutions

Experiences & Events

Planning private dinners/gatherings	Creating personalised, memorable moments
Managing events in international locations	Organising cultural/sporting experiences
Coordinating family/milestone celebrations	Overseeing event logistics end-to-end
Coordinating VIP access and concierge	Booking restaurants and exclusive venues
Managing hospitality and guest experiences	Managing post-event debriefs and feedback

Logistics & Operations

Managing complex, competing schedules	Implementing digital task management tools
Creating structure in fast-moving environments	Managing deliveries and shipments
Coordinating multiple moving parts	Audit of operational workflows
Maintaining operational continuity	Overseeing procurement and purchasing
Developing systems to improve efficiency	Tracking key deadlines and commitments

Problem Solving & Crisis Management

Anticipating issues before they arise	Acting as a calm, solutions-focused lead
Resolving supplier and contractor disputes	Handling travel/emergency disruptions
Troubleshooting unexpected challenges	Making decisions in principal's absence
Navigating family and household crises	Developing rapid-response protocols
Managing urgent/time-sensitive situations	Managing post-incident recovery plans

Executive & Strategic Support

Managing diaries and priorities	Acting as a strategic sounding board
Coordinating media/podcast appearances	Managing confidential information
Coordinating meetings and appointments	Protecting principal's energy and bandwidth
Supporting business/entrepreneurial ventures	Preparing properties for arrival
Conducting research and briefings	Supporting charity and foundation work

International Property Management

Managing residences across countries	Ensuring compliance with local regulations
Maintaining local banking/vendor arrangements	Recruiting and overseeing local staff
Acting as representative for overseas homes	Coordinating insurance renewals
Managing property documentation/records	Establishing local service provider ties
Building local support networks	Creating consistent standards globally

Seasonal Property Maintenance

Creating annual maintenance schedules	Tracking warranties and contracts
Conducting annual condition reviews	Preparing for seasonal occupancy
Managing preventative maintenance	Managing refurbishment/upgrade schedules
Planning capital improvement projects	Scheduling heating/cooling/pool maintenance
Managing opening/closing procedures	Ensuring emergency preparedness

Household Staff Leadership

Recruiting staff and contractors	Ensuring continuity during transitions
Facilitating team communication	Creating staff rotas and schedules
Conducting background/reference checks	Building loyal and cohesive teams
Managing payroll and invoicing	Coordinating training and onboarding
Developing procedures and standards	Managing performance and expectations

Overseas Support Networks

Building legal/professional networks	Creating contingency plans for the area
Sourcing local lifestyle recommendations	Identifying healthcare/emergency contacts
Building tradespeople/contractor networks	Maintaining emergency response contacts
Building driver/transportation networks	Engaging with local authorities
Maintaining local concierge relationships	Managing local cultural integration

Security, Privacy & Risk

Managing residential security	Conducting security/risk assessments
Monitoring property vulnerabilities	Supporting privacy/confidentiality protocols
Managing access/key control systems	Coordinating security during visits
Protecting sensitive personal data	Managing visitor access procedures
Liaising with security consultants	Managing emergency response plans

Guest Experience & Hospitality

Preparing homes for family and guests	Acting as local point of contact
Arranging catering and hospitality	Managing guest itineraries/schedules
Coordinating airport transfers	Ensuring hospitality standards compliance
Preparing welcome packs/local info	Coordinating celebrations/events
Managing guest accommodation	Facilitating guest transportation

Emergency & Problem Resolution

Managing urgent repairs/maintenance	Coordinating insurance claims
Managing unexpected staff absences	Handling weather-related issues
Coordinating emergency contractors	Managing crisis situations
Troubleshooting operations remotely	Providing rapid solutions across zones
Resolving utility/service outages	Maintaining business continuity plans

Cultural & International Focus

Understanding local customs/etiquette	Coordinating translation/language support
Managing local administrative needs	Supporting international relocations
Navigating cultural sensitivities	Advising on local/regional practices
Facilitating smooth location integration	Managing multilingual communications
Building local community relationships	Respecting cultural protocols

International Event Management

Planning events across countries	Managing event budgets/expenditure
Managing production schedules	Conducting venue/site inspections
Acting as principal representative	Managing event logistics/delivery
Ensuring alignment with principal's vision	Negotiating contracts/agreements
Researching/sourcing venues	Coordinating event milestones

Venue & Supplier Management

Identifying/securing venues	Managing tech/AV requirements
Overseeing decor and styling	Sourcing local/specialist vendors
Managing venue contracts/terms	Troubleshooting supplier issues
Managing supplier communications	Ensuring supplier delivery schedules
Coordinating caterers/production teams	Managing on-site production teams

Guest & VIP Management

Coordinating invitations and RSVPs	Coordinating guest accommodation
Handling dietary/accessibility needs	Arranging airport/local transport
Managing guest lists/seating plans	Providing concierge for attendees
Acting as VIP point of contact	Managing guest itineraries
Organising VIP hospitality	Ensuring seamless guest experience

International Travel & Logistics

Managing flights/rail/ground transport	Managing travel contingency plans
Managing baggage/freight logistics	Arranging luxury travel services
Organising private aviation	Arranging equipment/event shipping
Coordinating arrivals/departures	Overseeing customs/import requirements
Coordinating visas/documentation	Managing multi-location logistics

On-Site Event Delivery

Travelling ahead for preparations	Resolving issues discreetly
Managing event set-up/breakdown	Overseeing registration/reception
Conducting final venue inspections	Ensuring high standards throughout
Acting as central command	Managing run sheets/programmes
Coordinating supplier arrivals	Protecting principal's time/focus

Luxury Lifestyle & Events

Curating bespoke experiences	Managing exclusive VIP access
Creating personalised itineraries	Managing luxury hospitality
Coordinating private dinners/receptions	Delivering high-touch guest journeys
Coordinating milestone celebrations	Arranging cultural/sporting activities
Organising yacht/villa/destin. events	Managing event post-production

Risk & Contingency Planning

Conducting risk assessments	Maintaining operational continuity
Managing supplier failures	Handling last-minute changes
Preparing contingency plans	Protecting reputation and experience
Addressing travel/accommodation issues	Coordinating emergency response
Managing weather disruptions	Managing crisis communication

Knowledge & Intel Management

Creating principal reference manuals	Creating staff/training handbooks
Maintaining vendor/procurement records	Building trusted contact databases
Maintaining property reference guides	Maintaining key dates/reminders
Developing relocation/destination guides	Developing emergency reference sheets
Maintaining household operating manuals	Maintaining asset/inventory records

Lifestyle Preference Management

Documenting personal routines	Tracking family milestones
Recording favourite venues/hotels	Maintaining preferred supplier lists
Tracking dietary requirements	Documenting household standards
Capturing gifting preferences	Managing travel/accommodation prefs
Recording entertainment/leisure interests	Recording recurring requirements

Property & Location Guides

Property-specific operating manuals	Property inventories/floor plans
Local contractor directories	Maintenance schedules/records
Utility account information	Property-specific requirements
Local service provider records	Neighbourhood/community guides
Security procedures/access info	Local emergency resource lists

Principal Briefing & Packs

Destination briefing packs	Quick-reference activity guides
Project briefing notes	Meeting and guest profiles
Travel information folders	Research/background summaries
Decision-support documentation	Local intelligence/recommendations
Event briefing documents	Briefing on recurring tasks