

I am very pleased to announce that the Woodruff Arts Center is partnering with Concierge Innovations an industry leader and a metro-Atlanta based company to provide concierge services for Woodruff Arts Center.

Concierge Innovations provide services currently for Metropolis Atlanta, The Reynolds on Peachtree, Centennial House, and The Lofts @ 5300. Our concierge services will begin with a phased startup plan beginning on Monday,

#### Highlights of the new services:

- \* Informed, friendly, customer service focused concierges at entrances to the Memorial Arts Building, Callaway Circle, and our Piazza.
- \* Concierge services to assist with visitor directions, locations to events on campus, and how get to and see everything on campus. Also ensuring we provide timely service recovery as needed.
- \* Our concierges will be available before, during, and after all events to assist patrons with questions, directions, how to purchase tickets to events, and where to go for dinner, and/or nightlife here on campus and in midtown.
- \* Our concierges will provide campus coverage during our normal hours of operations seven days a week and during all events.
- \* Coordinating with Special Event staffs, Group Sales, and each Woodruff division to properly staff all events large or small with equal access to the benefits of a helping, personal, human hand.
- \* Concierge Innovations will promote all Woodruff events throughout its networks of locations including hotels.
- \* Serving patrons and visitors to ensure time spent with us is exceptional and memorable.

Our concierges will be integrated and linked to our Box Office so they will understand all performance schedules and event schedules.

As part of this enhancement I have asked Gordon McWilliams, Box Office Manager, to take a leadership role as the direct contact for our organization in managing the activities related to our concierge services.

Gordon will be assisted by our new Support Service Manager Ernest Zenarosa during evening and weekend hours of performances and events.

Thank you in advance for your continued support in improving our patron's experience here at the Woodruff Arts Center.

