



ICEA

Innovation Award Submission

Top Tier Concierge



Program Overview



We offer an exclusive top tier concierge service designed to provide exceptional support and tailored experiences to our most valued investors. Led by Maggie, our dedicated Director of Investor Relations, this program focuses on enhancing investor satisfaction, fostering retention, and facilitating meaningful engagement with over 95 individual organizations.

Key Responsibilities:

Benefits Management: Maggie oversees and manages personalized benefits for each top investor. This includes curating a customized package of exclusive perks, services, and resources aligned with the investor's strategic interests and engagement level.

Signature Event Coordination: Our top investors receive priority access and special benefits at signature chamber events, such as Taste of the Chamber. Maggie coordinates table reservations and premium seating to ensure an exceptional experience.

Proactive Communication: Maggie maintains regular bi-monthly communication with our top investors, providing updates on upcoming chamber events, initiatives, and networking opportunities. She also manages event registrations and ensures smooth participation for our investors.

Legislative Session Support: During legislative sessions, Maggie provides invaluable support to our top tier investors by sharing exclusive bill tracking data and pertinent information on legislative developments. This empowers investors to stay informed and engaged in key policy discussions.

Benefits of Our Top Tier Concierge Service:

Enhanced Engagement: Investors benefit from personalized attention and tailored experiences that deepen their connection with the chamber and its initiatives.

Increased Retention: By offering exclusive benefits and proactive support, we strengthen relationships with our top investors, fostering long-term commitment and loyalty.

Strategic Insights: Our concierge service equips investors with valuable insights and resources, empowering them to make informed decisions and participate actively in chamber activities.

Maggie and our investor relations team are committed to delivering exceptional service and ensuring that our top investors receive the utmost value from their partnership with [Chamber of Commerce]. We are dedicated to exceeding expectations and creating memorable experiences that drive mutual success.

Final Thoughts



Investing in our top tier concierge service has proven to be an exceptional decision, delivering remarkable results over the past two years. We are thrilled to share that due to this strategic investment, we have consistently achieved year-over-year growth of over 30% across our entire top three tiers of service.

What truly sets our concierge service apart is the unparalleled satisfaction of our top investors. They are utilizing 100% of their benefits, demonstrating the immense value they derive from our offerings. This high level of engagement is reflected in our Net Promoter Score (NPS), which stands at an impressive 98 out of 100.

These achievements are a testament to our commitment to excellence and our unwavering dedication to providing personalized, top-tier service that exceeds expectations. As we look to the future, we remain committed to raising the bar even higher, continuing to innovate and enhance our concierge offerings to deliver unparalleled experiences for our esteemed clients.

Investing in our concierge service isn't just about meeting expectations—it's about consistently surpassing them, ensuring that our clients receive nothing but the best. Thank you for being a part of this journey with us.