

TRIBUNE BUSINESS WEEKLY

September 15, 2008

[Home](#) | [Contact Us](#) | [About Us](#) | [Past Issues \(pdf\)](#) | [SouthBendTribune.com](#) | [SBTBookstore](#)


River Crossing Apartments
at
Indiana University South Bend


[E-Mail Story](#) | [Print Story](#) | [Sign up for WSBT Alerts](#) | [Tribune Newsletter](#)

September 08, 2008 11:50AM

Concierge services can benefit business

By GENE STOWE

Tribune Correspondent

Jacki Klein wants to be your employees' best friend. She figures it would be a benefit to the employees, to the employers and to her concierge business, My Best Friend Services.

Klein, who has lived in Los Angeles and Denver, says concierge service is a popular benefit on the East and West coasts and, like many trends, is making its way to the Midwest.

"When I was there, I used concierge services. I was a busy executive," she says. "It's taking a long time to get here. I think we would be a fantastic benefit for a lot of companies out there."



Tribune Photo/BARBARA ALLISON

Jacki Klein, owner of My Best Friend Services, thinks her concierge service would be a valuable benefit for companies to offer their busy employees.

Recent Tribune Business Weekly Stories:

- [It was love at first sight for Skillet owner](#)
- [Program strives to draw in out-of-towners](#)
- [More companies are using drug testing](#)
- [Lake Michigan Mailers selects South Bend for new hub](#)
- [Family-owned screen printer branches out](#)

[More Tribune Business Weekly Stories...](#)

Front Page Gifts

See yourself on the front page of the South Bend Tribune! Select from many affordably priced gifts!





Click Here!

MUG • MOUSEPAD • TSHIRT
PRINTS • FRAMES

For example, employers who ask an employee to work late might consider paying for a service to let the worker's dog out – or, perhaps, clean the carpet later.

"Concierge services is a benefit for employees when it's a busy time or when you're asking for a big push from employees or even during the holidays," Klein says.

So far, some employers have given gift certificates for her services to reward employees, but the benefit concept hasn't caught on. She started the service in her

home in Mishawaka three years ago.

Meanwhile, My Best Friend Services stays busy with jobs for individuals, businesses and apartment owners. The Mishawaka office serves northern Indiana and southern Michigan, and the business has a satellite office in Houston.

"We have a lot of private clients," Klein says. "We do private cleaning. We do commercial cleaning at factories and offices. We do vacant apartments, between tenants" – some 800 apartments a year.

In addition to apartments, the service promotes its housecleaning service for people who are trying to sell their homes, giving a sparkling edge in a crowded market.

My Best Friend Services will handle cleaning – including dishes and laundry – and pet

care, such as walking the dog or in-house pet sitting as well as other errands such as shopping.

Sometimes, customers are buying the service for elderly parents who just need help with certain tasks, such as cleaning floors or reaching high spaces.

"We walk in and say 'What do you need?'" Klein says.

For more information on My Best Friend Services, call (574) 256-1600 or see the Web site at www.mybestfriendservices.com.

 [E-Mail Story](#) |  [Print Story](#) | [Sign up for WSBT Alerts](#) | [Tribune Newsletter](#)