SUPPORT IN ACTION: EMPLOYEE CONCIERGE

Travel support turned a challenging journey into a memorable experience

The moment

A family planning a special trip to Italy wanted to get every detail just right. They had a carefully planned itinerary, from train schedules and hotel stays to activities and destinations.

But what should have been a memorable family vacation quickly became a series of unexpected challenges.

Circles support in action

From the very first conversation, Circles concierge Richard took a genuine interest in making the family's Italy vacation everything they hoped it would be. He listened carefully, welcomed their detailed plans and thoughtfully organized an itinerary around their wishes.

Unfortunately, the trip brought one complication after another. Train disruptions, hotel issues and problems at various destinations created challenges along the way. Then airline delays, cancellations and rebooking issues turned the journey home into an exhausting 48–hour ordeal.

Through it all, Richard stayed by their side. He didn't simply help when something went wrong. He took ownership of each issue, followed through and made sure it was resolved. While the family faced long airport lines and frustrating travel disruptions, Richard was already working behind the scenes to find solutions and coordinate alternatives.

The family said it best:

> *"I would 100% use Richard again — and again and again — for future travel. I would also recommend him to anyone looking for someone who genuinely listens, cares about their clients, pays attention to the details, and doesn't disappear when something goes wrong."*



The human impact

- Helped a family **make lasting memories** despite an unusually challenging trip
- **Took the stress out** of unexpected travel disruptions by handling issues behind the scenes
- **Provided reassurance** through genuine care, personal attention and a commitment to seeing every issue through
- **Built the kind of trust** that makes clients want to return and recommend the service to others

Discover how Circles concierge gives employees someone they can count on, whatever life brings.

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