

PEACOCK CONCIERGE
KUWAIT - BAHRAIN - DUBAI - SAUDI

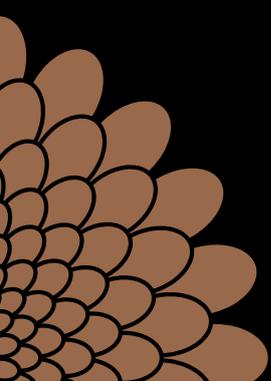
Introduction

At Peacock Concierge, we are in the business of lifestyle enhancement for our distinguished, refined and elite individuals and corporate members.

Through our host of lavishly tailored services, we supply the high-valued clients with a fully enriched, loyalty driven customer experience.

Established in 2011 within our Kuwait office, Peacock Concierge has since made rapid and fruitful expansions within our surrounding GCC neighbours, with global reach through our trusted partners.

Our sole aim is to provide exquisite and unheard of features to the concept of concierge services and lifestyle management.



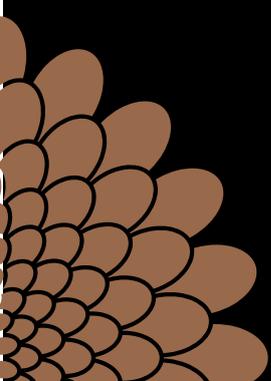
IT'S A JOURNEY TO JOIN

Vision

Based on our belief in the value of integrated services and lies within our appreciation of well-being and understanding of the cultures in a fast paced world filled with responsibilities in which each of us needs personal help to ensure peace of mind.

Distinct Comfort provided to all members and Peacock concierge membership card holders to enjoy a unique experience in meeting their needs and requirements wherever they are, around the clock, at fast speed and high quality.

We are proud of our fast performance, our solutions and creativity. We are focused yet experts in finding the problem and developing a solution, All what we do is done with a time frame that pleases our clients in order to build a long term strong relation with our partners.



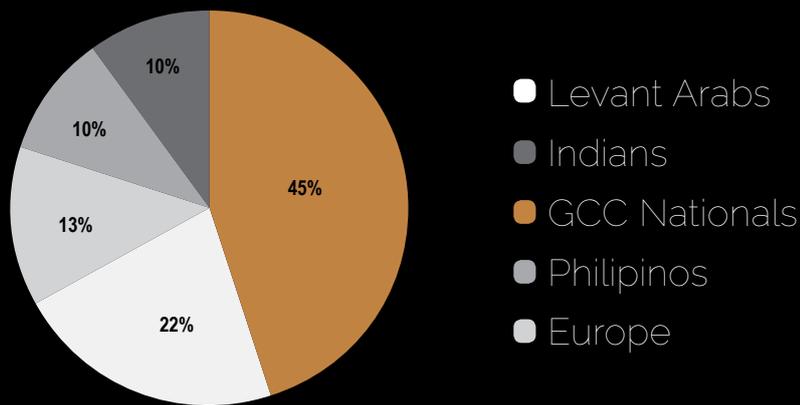
VISION IS THE ART OF SEEING WHAT IS
INVISIBLE TO OTHERS

Our Competence

Our diverse team of professionals have extensive experience in the fields of customer service, IT, marketing & business development, telecommunication, aviation, auditing and event management.

We are currently managing multilingual contact centres in Kuwait, Bahrain and UAE and regard ourselves to be market leaders in the lifestyle management and personal concierge industry as we proudly represent a wide range of global and regional leading GCC corporations representing the aviation, telecommunication, automobile and banking sectors.

Team Members Nationality



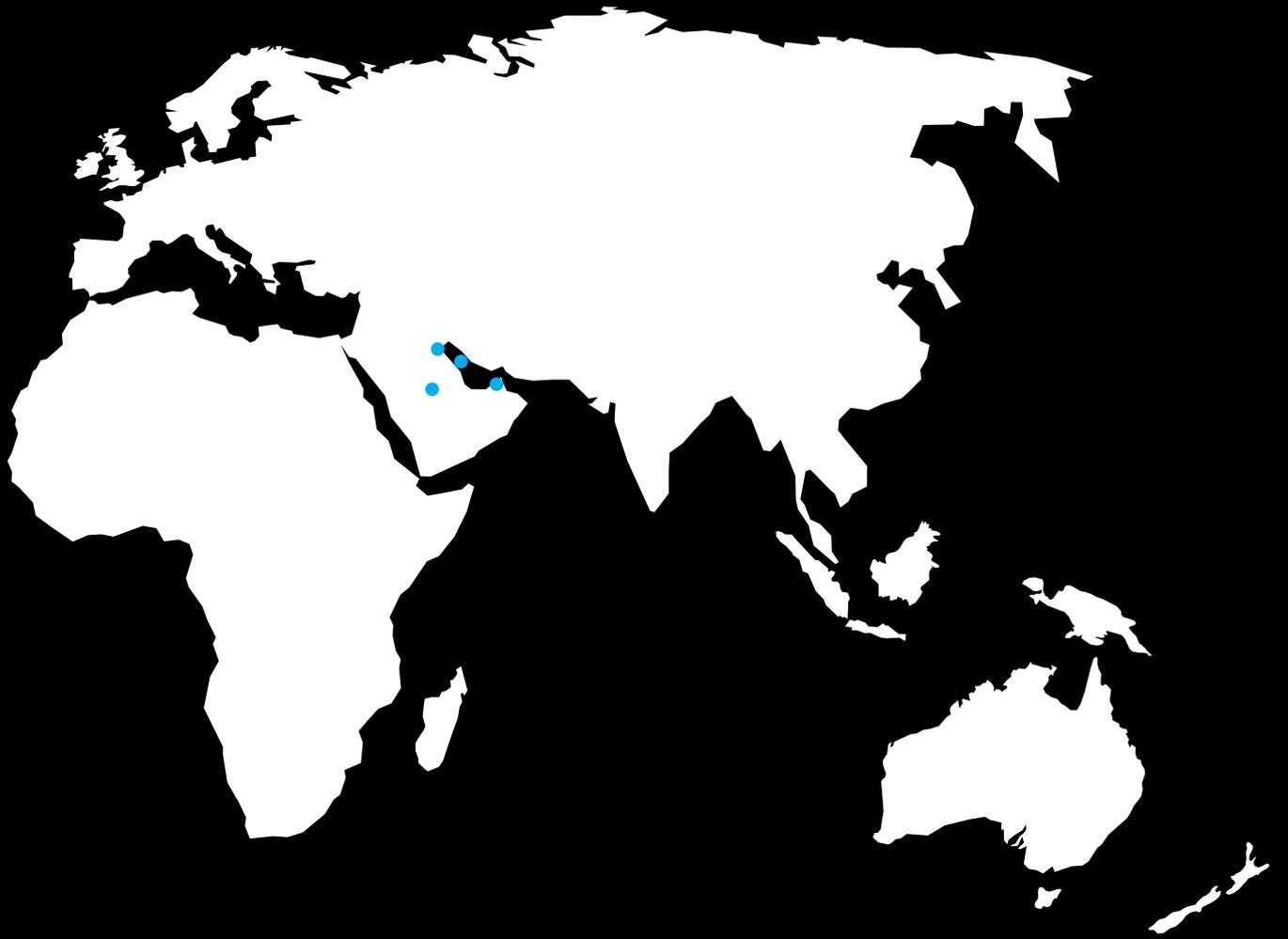
We Speak

- Arabic
- English
- French
- Russian
- Urdu
- Hindi
- Tagalog
- Chinese



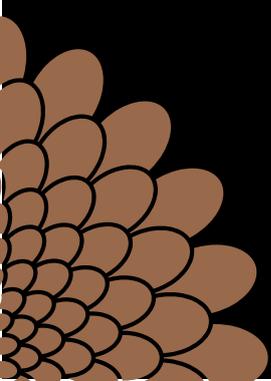
UNITY IN DIVERSITY

Locations



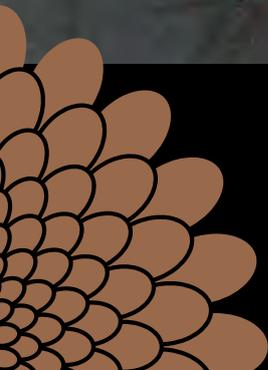
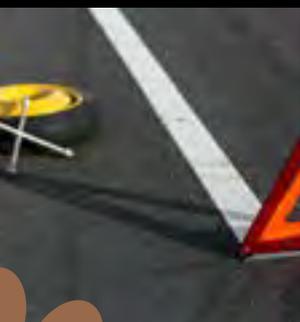
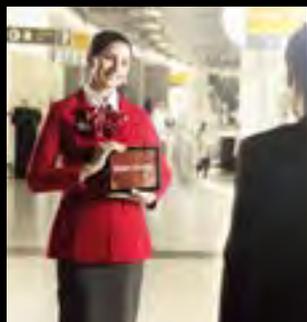
● Middle East
2016 LIVE

Kuwait
K.S.A
Bahrain
U.A.E



SPREADING PEACOCK WINGS

Our 24/7 Services



ANYTHING, ANYWHERE, ANYTIME

Our 24/7 Services

- **Dedicated Concierge Services**

Our agents are fully trained and prepared to make your daily life easier than ever before. You are always one call away from:

Finding last-minute event tickets to concerts, exhibitions, Formula-1 series, golf meets, and football league games, etc.

Securing high-end dinner reservations whenever needed.

Making full holiday and travel plans in the hotel and airline of your preference.

- **Messenger Services**

A speedy and friendly messenger service dedicated to handling all of your tedious, everyday tasks with utmost confidentiality, speed and efficiency.

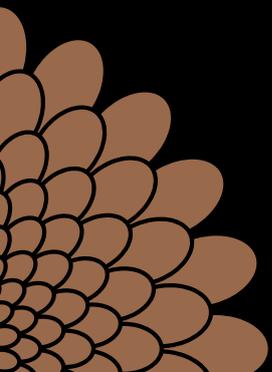
Whether you would like to take your car for its regular maintenance check (service) or require assistance in your daily tasks such as paying bills, renewing your license, banking transactions, processing government and legal documents, etc., our Messenger Service is your reliable companion.

Our messengers all wear uniforms or traditional attire throughout the day and are all native speakers of the local language.

- **Airport Lounges**

Peacock Concierge & DRAGONPASS have formed a robust alliance in the region: DRAGONPASS MIDDLE EAST & NORTH AFRICA.

Our members now enjoy access to more than **1065+** VIP Airline & Airport Lounges and privileged services in all major airports around the world.



- The Concierge Limo

Our luxuriously tailored Concierge Limo aims to support all of our clients' personal and professional travel and transportation needs.

- Valet Parking

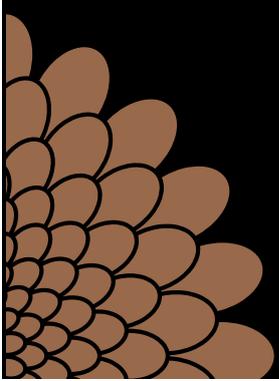
You can now enjoy the availability of a deluxe valet parking service at select optimal locations for our customers' convenience and comfort.

- Road Assistance

A 24/7 vehicle recovery service and mobile workshop service: fuel refill, flat tire repair, battery jump and recharge, express mechanical & electrical repair, home car wash and oil changing.

- My Box

Peacock Concierge members will be provided a "MyBox" where they can have the luxury of ordering from UK and providers and have their goods shipped to their very own UK, USA, **Canada**, **China OR Dubai** postal address. From there, the Peacock team will ensure to deliver the order right to their doorsteps in record shipping time.



- Meet & Assist "Arrivals & departures"

Our passengers will be:

Received from the gate with their personalised name board "or tablet"

Provided a fast track service through immigration "assisted with issuing visas if necessary"

Assisted with their luggage collection.

Assisted and provided a fast track service "check-in and immigration".

Relax in one of our premium airport lounges.

Escorted from the Lounge to the boarding gate.

- One-to-One Personal Assistant

Whether it's coordinating your business schedule, managing contacts, or helping keep your home and work life organized, Peacock Concierge is prepared to provide a fully trained, individualized, dedicated personal assistant just for you who will be available to you on an immediate and daily basis.

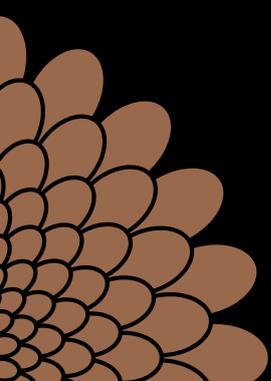
With a Peacock personal assistant by your side, the sky is the limit for what you can do!

- Hospitality Management

Do you have a VIP Client or Guest Arriving soon? at Peacock concierge we can handle all their needs, inquiries and requirements starting from before their arrival till the moment they depart.

We are proud to provide a wide range of customized hospitality management solutions for clients Ranging from dining services, resorts and hotels, recreational opportunities, unique retail outlets, special events, condominium management, and much more. Complete Hospitality Services Since Arrival till Departure.

Whether you are in your country of residence or travelling abroad you can choose your preferred means of communication:



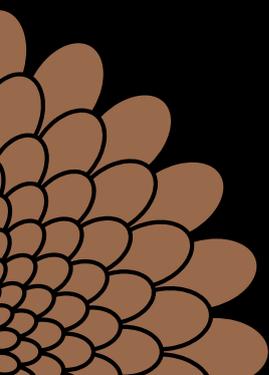
Peacock Concierge & DRAGONPASS provide access to more than **1065+** VIP Airline & Airport Lounges and privileged services in all major airports around the world.

In addition, Business Lounges have 3,000+ locations in 120 countries around the world at airports and cities, which our members can access and enjoy high-speed internet; meeting rooms and printing facilities; showers and video-conferencing studios.

The world's first Restaurant and SPA discount programme at airports in every continent: pioneering innovation for the traveller.

We have partnered with world leading food outlets from coffee shops to a 'la carte restaurants to offer the travellers' an alternative to the VIP Lounges; this programme offers the members more flexibility during their journey.

From full body pamper treats to a touch up manicure, we have partnered with airport spas and nail bars to further enhance the travellers' experience; the perfect way to relax and unwind before any trip or to get beach ready with a manicure or pedicure.



**MORE THAN 1065
LOUNGES WORLD WIDE**

Virtual Office

Why more branches?
Why more employees?
Why more details?
Sell more, serve more

Peacock concierge virtual office today provides you with a high quality customer services and selling points that would raise the bar rapidly without spending much.

High skilled customer service

Products selling

Call center

Covering local areas perfectly

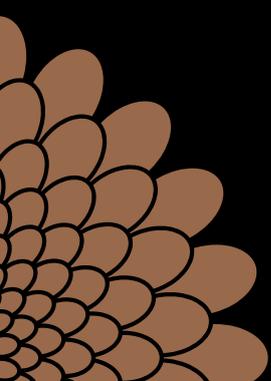
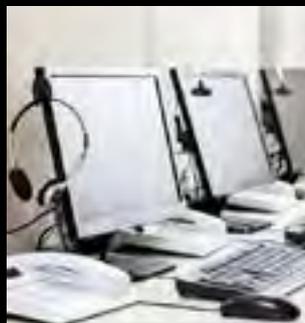
Delivering services for client upon their request where ever they want.

Monotering market and sharing developing marketing plans

Oriented service

100% branded

We take your brand, services, products everywhere and we insist on success.



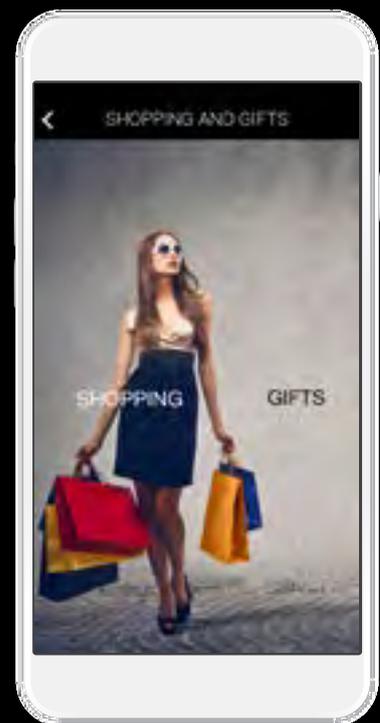
EXPAND WITHOUT LIMITS



Peacock concierge APP application for all devices, that application which was created to keep you connected with us all the time to service you in everything you need, today you can with peacock concierge app search and know everything you want for a happy life starting from the very important needs to the entertainment zones.

BY A CLICK

you know the selected events we chose for you to know about and attend if wanted.
you can book, get a better rate, know more and finalize.
you can decide what to get from where.
you order, track, enjoy surprising someone.



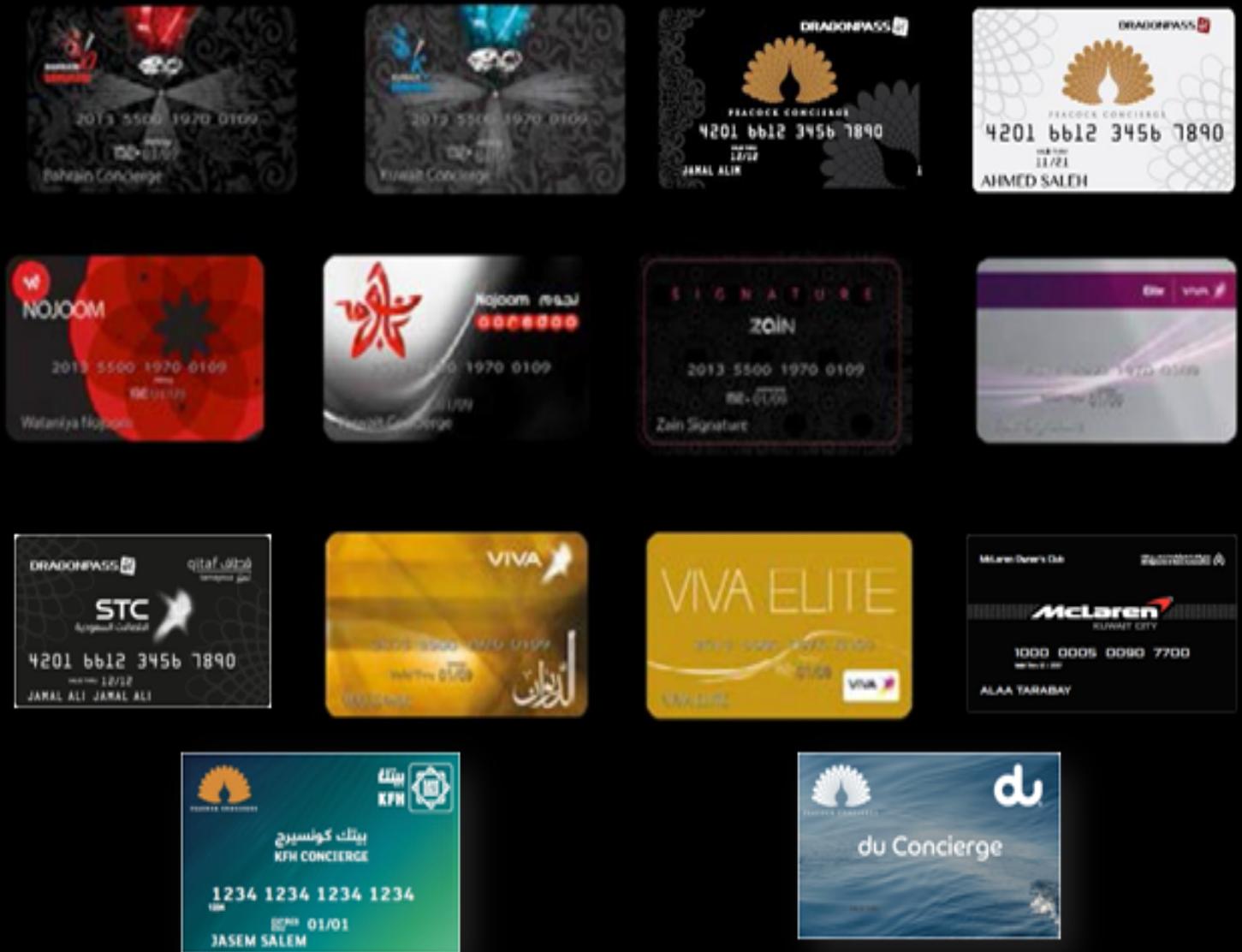
Peacock Concierge members enjoy special offers.



PEACOCK CONCIERGE GIVING YOU THE WORLD IN A DEVICE

Our Product

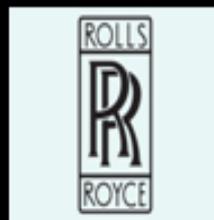
Our services are customized to each client's needs and designed to be fast, friendly, and reasonable. We assist busy individuals, businesses, employee groups, organizations, hotel guests, visitors, seniors ... anyone that needs an extra pair of hands!



ELEGANCE...VALUE...EXCELLENCE AND PERFECTION

Partner in Success Customized Services

In integrity of our values. As we are Attuned to the needs of our guests, clients and partners. Committed to achieving our hospitality goals with aspiration for excellence. As we are Attuned to the needs of our guests, clients and partners. Committed to achieving our hospitality goals with aspiration for excellence. As we are Attuned to the needs of our guests, clients and partners. Committed to achieving our hospitality goals with aspiration for excellence.



THANK YOU FOR YOUR TRUST

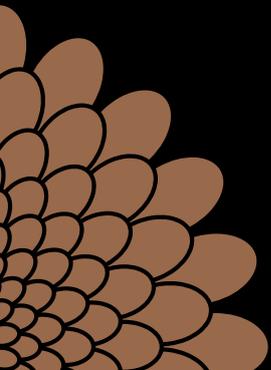
Get In Touch

We welcome any questions, suggestions, or concerns you may have regarding our services or our company and we look forward to helping you make the lifestyle management decision that works best for you.

Please contact us at any of the preferred contact locations:

Or email us at:

info@peacock-concierge.com



SMART PEOPLE ALWAYS CHOOSE COMFORT OVER LUXURY,
WE PROVIDE BOTH

Network

Through the use of the world's leading CRM database and service provider, CISCO, our agents ensure a streamlined, customized, fully traceable, and completely secure customer interaction in every call and for every task.

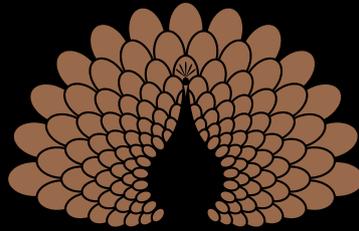
You can rest assured that your daily needs are always met with extreme professionalism, efficiency, and accuracy through a world-class system, run by highly trained customer service experts.



You can pay through cash on delivery or online using your debit and credit cards.

NETWORKING IS MARKETING

Thank You



www.peacock-concierge.com

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 @PkConcierge

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Available on the iPhone




ANDROID APP ON
