

## Concierge Services Business Plan

# Business Plan

[YEAR]

## Personalized Services, Your Way

Information provided in this business plan is unique to this business and confidential; therefore anyone reading this plan agrees not to disclose any of the information in this business plan without prior written permission of the company.



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## Business planning that's simpler and faster than you think

Creating a business plan using Upmetrics to start and grow a business is literally the easiest thing in the World. Simply read the instructions and fill in the blanks. It's as simple as that.



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Create a comprehensive business plan and maximize your chances of securing funding, bank loans, and small business grants.

## **Executive Summary**

Market opportunity
Services Offered
Marketing & Sales Strategies
Financial Highlights



An executive summary is the first section of the business plan intended to provide an overview of the whole business plan.

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Concierge Services Business Plan

Start your executive summary by briefly introducing your business to your readers.

This section may include the name of your concierge services business its location when it

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Start writing here..

## Market opportunity



Concierge Services Business Plan

Summarize your market research, including market size, growth potential, and marketing trends.

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## Services Offered

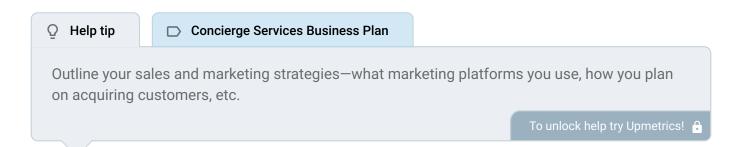


Concierge Services Business Plan

Highlight the concierge services you offer your clients. The USPs and differentiators you offer are always a plus.

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## Marketing & Sales Strategies

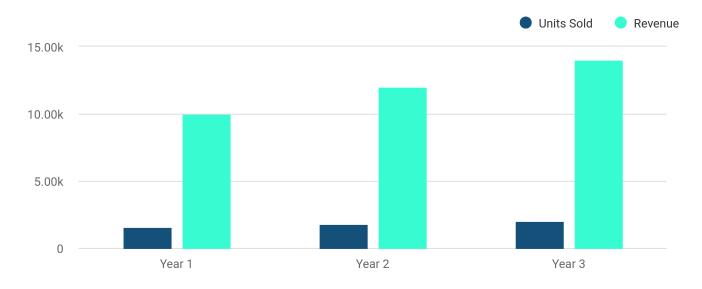


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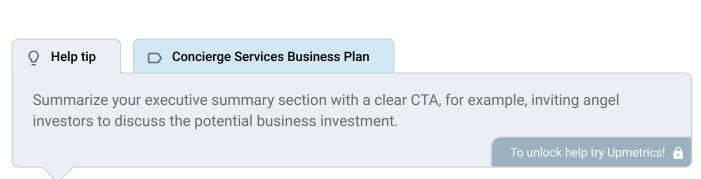
## **Financial Highlights**



#### Units Sold v/s Revenue



Financial Year	Units Sold	Revenue
Year 1	1,550	\$10,000
Year 2	1,800	\$12,000
Year 3	2,050	\$14,000



Write a call to action for your business plan.

## Company Overview

Ownership

Mission statement

**Business history** 

Future goals



Depending on what details of your business are essential, you'll need different elements in your business overview.

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Concierge Services Business Plan

Describe your business in this section by providing all the basic information:

Describe what kind of concierge services company you run and the name of it. You may

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## **Ownership**



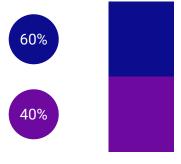
Concierge Services Business Plan

List the names of your concierge services' founders or owners. Describe what shares they own and their responsibilities for efficiently managing the business.

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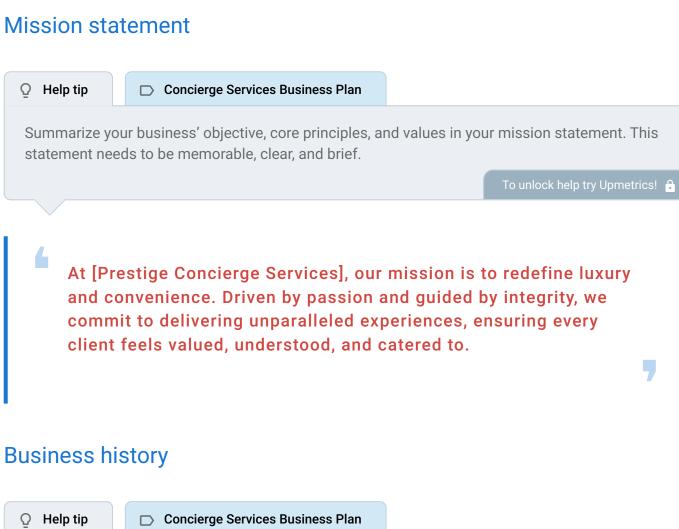
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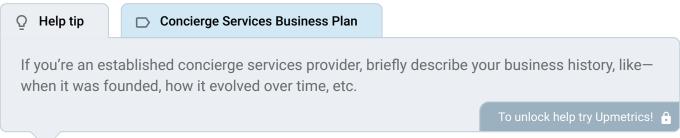
#### **Business Owners**



John Doe

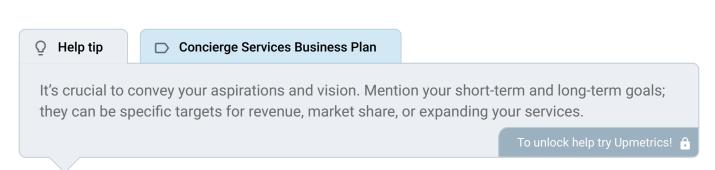
**Jane Doe** 





Start writing here..

## **Future goals**



## Market Analysis

Target Market

Market size and growth potential

Competitive analysis

Market trends

Regulatory environment



Market analysis provides a clear understanding of the market in which your printing business will run along with the target market, competitors, and growth opportunities.

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Concierge Services Business Plan

To write the introduction section of your market analysis, start by clearly identifying your primary target market.

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## **Target Market**



Concierge Services Business Plan

Start this section by describing your target market. Define your ideal customer and explain what types of services they prefer. Creating a buyer persona will help you easily define your target market to your readers.

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## Market size and growth potential

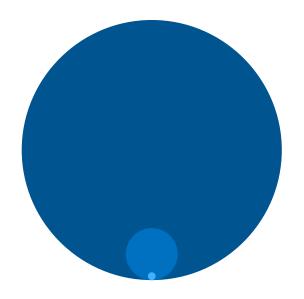


Concierge Services Business Plan

Describe your market size and growth potential and whether you will target a niche or a much broader market.

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#### Market Size



#### **Available Market**

Total individuals seeking concierge services globally.

**50M** 

#### **Served Market**

Individuals in regions where concierge services are accessible.

10M

#### **Target Market**

Affluent professionals in metropolitan areas aged 30-50.



#### 

Concierge Services Business Plan

Identify and analyze your direct and indirect competitors. Identify their strengths and weaknesses, and describe what differentiates your concierge services from them.

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## Competitive analysis

### LuxeLife Concierge Services

LuxeLife has been a staple in the industry for over a decade. With a robust presence both online and offline, they cater mainly to the elite clientele and corporate sectors

#### **Features**

Dedicated account managers for personalized service.

24/7 availability through their mobile app

Partnerships with luxury brands for exclusive client discounts.

#### Strengths

Strong brand recognition.

Established partnerships in the luxury sector

Seamless digital experience via their mobile application.

#### Weaknesses

Premium pricing limits their audience to only the elite.

Service can occasionally be impersonal due to a large client

Limited attention to eco-friendly or sustainable solutions.

#### AssistMe Concierge Solutions

A newcomer to the market, AssistMe is tech-driven and appeals mainly to millennials and Gen-Z clients, providing virtual and remote services.

#### **Features**

Al-driven chatbot for instant assistance.

Subscription-based models for varied customer needs.

Emphasis on eco-friendly and sustainable partners.

#### Strengths

Attractive to a younger demographic due to tech integration.

Flexible pricing models.

Strong commitment to sustainability.

#### Weaknesses

Lacks the personal touch in services.

Brand recognition is still in its infancy.

Limited partnerships due to a new entry into the market.

#### EliteAid Concierge

EliteAid prides itself on offering bespoke services, focusing extensively on personalized solutions for each client.

#### **Features**

Tailored packages for individual client needs.

Personal concierge manager for every account.

Focus on experiences - travel, dining, and events.

#### Strengths

High client satisfaction due to personalized services.

Diverse service offerings spanning various domains.

Strong reputation in the travel and events sectors.

#### Weaknesses

Absence of a strong digital platform.

Limited scalability due to highly personalized services.

Higher operational costs lead to premium pricing.

### Market trends

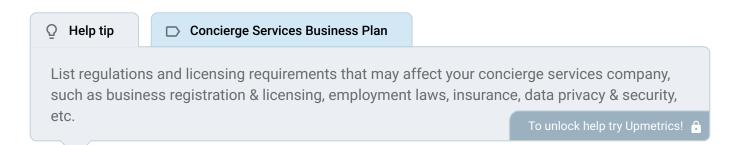


Concierge Services Business Plan

Analyze emerging trends in the industry, such as technology disruptions, changes in customer behavior or preferences, etc. Explain how your business will cope with all the trends.

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## Regulatory environment





## **Products and Services**

Services

**Additional Services** 



The product and services section of a concierge services business plan should describe the specific services and products that will be offered to customers. To write this section should include the

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Concierge Services Business Plan

To craft the introduction for your "Products and Services" chapter, begin by positioning your business within its industry, emphasizing its unique strengths or value proposition.

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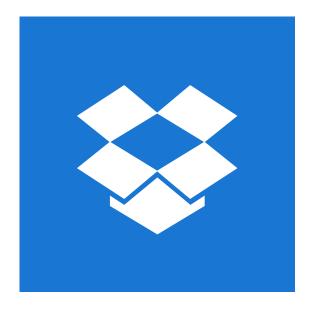
#### Help tip

Give a detailed description of the procedure you use while working with clients.

Clarify how you will help them at every stage of the planning process, from the initial meeting

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### Services



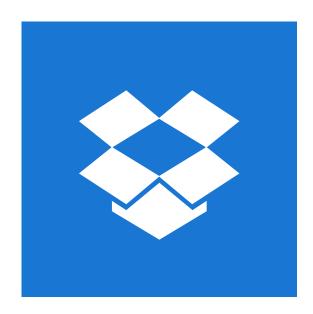
#### **Travel Assistance**

Price: [\$100] per consultation

Comprehensive travel support to ensure a seamless experience from start to finish.

#### **Specifications**

- Ticket Reservation: Booking of flights, trains, or other transport modes, ensuring optimal rates and schedules.
- Itinerary Planning: Crafting personalized travel plans including accommodations, local transport, and attractions.
- · Local Guidance: Insights into local cultures, best places to visit, dine, or shop.
- · Advantage: Exclusive partnerships with premium travel brands, providing clients with special discounts and offers.



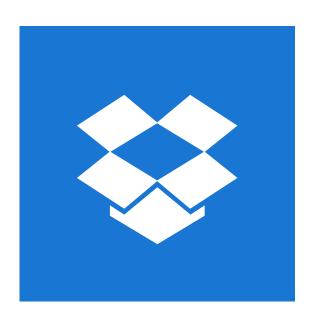
#### **Personal Errands**

Price: [\$50] per hour

Efficient handling of daily errands, saving valuable time and energy for our clients.

#### **Specifications**

- Daily Tasks: Managing grocery shopping, banking chores, postal services, and more.
- Gift Shopping: Personalized gift recommendations, procurement, and wrapping for special occasions.
- Advantage: A dedicated account manager ensuring personalized and consistent service quality.



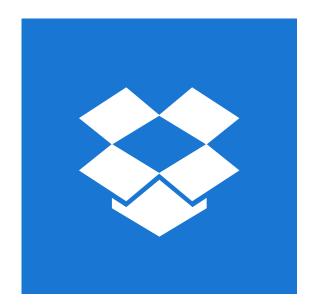
#### **Event Planning**

Price: Starting at [\$500] per event

Organizing memorable events tailored to the unique requirements of each client.

#### **Specifications**

- Venue Selection: Scouting and booking the perfect venue as per event requirements.
- Coordination: Managing invitations, catering, entertainment, and ensuring smooth event execution.
- Post-Event Services: Assistance with thank-you notes, gift returns, or any post-event needs.
- Advantage: Access to a curated list of elite vendors ensuring premium quality at every event.



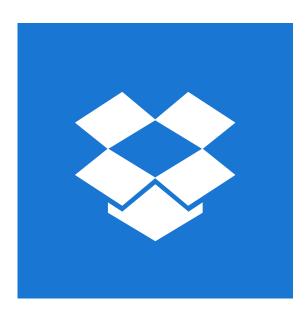
#### **Restaurant Reservations**

Price: [\$20] per booking

Priority reservations at prime dining establishments, ensuring a delightful culinary experience.

#### **Specifications**

- Booking: Reservations tailored to client preferences, from cuisine to ambience.
- Exclusive Deals: Special offers and discounts at partner restaurants.
- Advantage: Priority reservations even during peak hours or special occasions, ensuring no waiting times.



#### **Home Services**

Price: Starting at [\$150] per service

Keeping homes in pristine condition, be it through regular maintenance or cleaning.

#### **Specifications**

- Maintenance: Regular home check-ups, repairs, and maintenance services.
- Cleaning & Organizing: Professional cleaning services, organization of spaces, and decluttering.
- Advantage: Use of eco-friendly cleaning products and practices, ensuring health and sustainability.

## **Additional Services**

□ Help tip

Concierge Services Business Plan

Mention if your concierge services company offers any additional services. You may include services like home management, pet care, personal fitness & wellness, technology assistance, event tickets & reservations, etc.

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## Sales And Marketing Strategies

Unique Selling Proposition (USP)

**Pricing Strategy** 

Marketing strategies

Sales strategies

**Customer retention** 



Writing the sales and marketing strategies section means a list of strategies you will use to attract and retain your clients.

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Help tip

Concierge Services Business Plan

To create an effective introduction for your "Sales and Marketing Strategies" chapter, start by setting the stage within your specific industry or market.

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## Unique Selling Proposition (USP)



Concierge Services Business Plan

Define your business's USPs depending on the market you serve, the equipment you use, and the unique services you provide. Identifying USPs will help you plan your marketing strategies.

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Start writing here..

## **Pricing Strategy**



Help tip

Concierge Services Business Plan

Describe your pricing strategy—how you plan to price your services and stay competitive in the local market. You can mention any discounts you plan on offering to attract new customers.

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Concierge Services Business Plan

Discuss your marketing strategies to market your services. You may include some of these marketing strategies in your business plan-social media marketing, email marketing, content marketing, etc.

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## Marketing strategies

#### Online



#### **Social Media Marketing**

Regular engagements on platforms like Instagram, Facebook, and LinkedIn, showcasing our services and sharing client testimonials.



#### **Email Marketing**

Curated newsletters and updates, ensuring our clients are always in the know about our latest offerings and discounts.



#### **Content Marketing**

Blog posts, articles, and infographics that not only promote our services but also offer value to readers, positioning Prestige as a thought leader in the industry.

#### 

Outline the strategies you'll implement to maximize your sales. Your sales strategies may include partnering with other businesses, offering referral programs, influencer collaboration, etc.

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## Sales strategies



#### **Partner with Businesses**

Partnering with luxury brands, travel agencies, and other businesses to offer bundled services



#### Influencer Collaboration

Engaging with industry influencers to showcase our services, expanding our reach to their followers.



#### **Referral Programs**

Clients referring our services to others can avail discounts or complimentary services.



#### 

Describe your customer retention strategies and how you plan to execute them. For instance, introducing loyalty programs, discounts & offers, personalized service, etc.

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### Customer retention



#### **Loyalty Programs**

Repeat clients can earn points for each service availed, redeemable against future bookings



#### **Exclusive Offers**

Periodic discounts and offers exclusively for our longstanding clients.



#### **Personalized Service**

Maintaining detailed client profiles, ensuring that every time they engage with us, the experience is tailored to their known preferences

## **Operations Plan**

Staffing & Training
Operational Process
Equipment & Software



When writing the operations plan section, it's important to consider the various aspects of your business operations.

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Concierge Services Business Plan

To create an effective introduction for your "Operational Plan" chapter, start by emphasizing the pivotal role of efficient operations in the success of your business, underscoring how they directly impact the quality of services delivered.

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## **Staffing & Training**



Concierge Services Business Plan

Mention your business's staffing requirements, including the number of employees or concierge professionals needed. Include their qualifications, the training required, and the duties they will perform.

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## **Operational Process**



Concierge Services Business Plan

Outline the processes and procedures you will use to run your concierge services business.

Your operational processes may include client onboarding, service request management

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## **Equipment & Software**

□ Help tip

Concierge Services Business Plan

Include the list of equipment and software required for concierge services, such as communication devices, computer systems & software, office supplies, security equipment, technology gadgets, safety equipment, etc.

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## Management Team

Key managers
Organizational structure
Compensation plan
Board of advisors



The management team section provides an overview of the individuals responsible for running your business plan.

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Concierge Services Business Plan

To craft an introduction for your "Management Team" chapter, begin by emphasizing the crucial role of leadership in the success of any business.

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Start writing here..

## Key managers



Concierge Services Business Plan

Introduce your management and key members of your team, and explain their roles and responsibilities.

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#### John Doe

CEO & Co-founder - john.doe@example.com

John, as the Chief Executive Officer and co-founder of Prestige Concierge Services, is the driving force behind the company's strategic decisions.





Under his leadership, the company has witnessed significant growth and has cemented its place as a leader in the concierge service industry.

- Educational Background: John holds an MBA from Harvard Business School, where he graduated top of his class, and a Bachelor's degree in Hospitality Management from Cornell University.
- Professional Background: Before founding Prestige, John served as the Director of Guest Relations at The Ritz-Carlton, overseeing customer satisfaction across their global chain.

His deep insights into luxury services have been instrumental in shaping Prestige's offerings.







Jane Smith

Operations Manager - jane.smith@example.com

Jane is the operational backbone of Prestige Concierge Services, ensuring every client request is executed with precision and efficiency.

Her meticulous nature and dedication have played a pivotal role in the company's consistent service delivery.

- Educational Background: Jane earned her Master's in Operations Management from Stanford University and a Bachelor's degree in Business Administration from New York University.
- Professional Background: With over 7 years at Four Seasons Hotels & Resorts as the Assistant Operations Manager, Jane brings a wealth of operational expertise to Prestige.



0



## Robert Brown Customer Services Manager - robert.brown@example.com

Robert's unwavering commitment to ensuring customer satisfaction makes him an invaluable asset to Prestige.

He's constantly innovating to enhance the client experience, making him instrumental to the company's reputation for excellence.

- Educational Background: Robert holds a Master's degree in Customer Relations from the University of Chicago and a Bachelor's degree in Communication Studies from the University of California, Berkeley.
- Professional Background: Having previously led the customer service team at Mandarin Oriental, Robert's insights into customer-centric strategies have been a boon for Prestige.







#### Alice Green

General Manager - alice.green@example.com

Alice's role at Prestige is multifaceted, ensuring synchronization across departments and optimizing internal communications.

Her leadership abilities have been pivotal in fostering a cohesive team environment.

- Educational Background: Alice graduated with an MBA from Wharton School of Business and holds a Bachelor's degree in Management Studies from the Massachusetts Institute of Technology.
- Professional Background: Prior to joining Prestige, Alice served as the Deputy General Manager at InterContinental Hotels Group, bringing with her a deep understanding of luxury service dynamics.

### Organizational structure

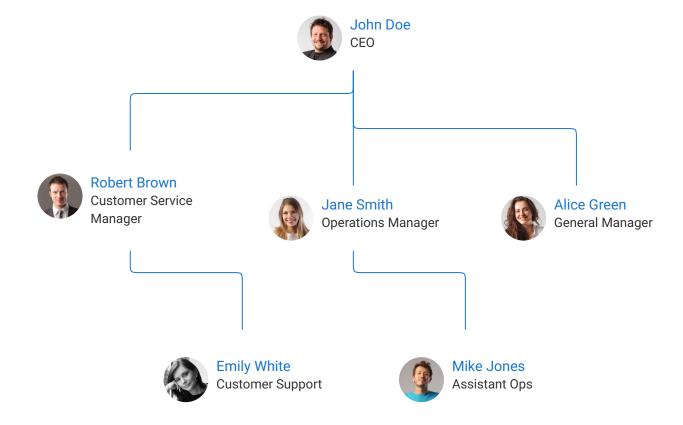


Concierge Services Business Plan

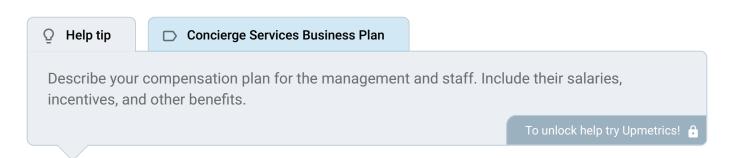
Explain the organizational structure of your management team. Include the reporting line and decision-making hierarchy.

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## Organization chart



## Compensation plan



Mentioning advisors or consultants in your business plans adds credibility to your business idea.

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## **Board of advisors**



**Dr. Emily White Hospitality Consultant** 

With over [20] years in the hospitality sector, Dr. White's insights have been pivotal in shaping our service offerings



Mr. Liam Black **Business Strategist** 

A renowned name in business strategy, Mr. Black's guidance has been invaluable in our growth trajectory.

## Financial Plan

Profit & loss statement

Cash flow statement

Balance sheet

Break-even Analysis

Financing needs



When writing the financial plan section of a business plan, it's important to provide a comprehensive overview of your financial projections for the first few years of your business, You may provide the following:

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Concierge Services Business Plan

To create an effective introduction for your "Financial Plan" chapter, begin by stressing the critical role of a well-structured financial plan in the success of your venture.

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Describe details such as projected revenue, operational costs, and service costs in your projected profit and loss statement. Make sure to include your business's expected net profit or loss.

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#### **Profit & loss statement**

	2024	2025	2026
Revenue	\$720,432.50	\$1,508,056	\$2,523,802
Residential Concierge Services	\$119,386.50	\$214,404	\$385,038

	2024	2025	2026
Unit Sales	796	1,429	2,567
Unit Price	\$150	\$150	\$150
Corporate Concierge Services	\$282,696	\$721,894	\$1,111,964
Users	208	376	538
Recurring Charges	\$200	\$200	\$200
Hotel Concierge Services	\$318,350	\$571,758	\$1,026,800
Unit Sales	1,592	2,859	5,134
Unit Price	\$200	\$200	\$200

\$218,408.65	\$241,241.12	\$268,903.64
\$218,408.65	\$241,241.12	\$268,903.64
\$134,408.65	\$153,761.12	\$177,784.04
\$120,000	\$123,600	\$127,308
\$14,408.65	\$30,161.12	\$50,476.04
\$84,000	\$87,480	\$91,119.60
\$24,000	\$24,480	\$24,969.60
	\$218,408.65 \$134,408.65 \$120,000 \$14,408.65 \$84,000	\$218,408.65 \$241,241.12 \$134,408.65 \$153,761.12 \$120,000 \$123,600 \$14,408.65 \$30,161.12 \$84,000 \$87,480

	2024	2025	2026
Equipment	\$60,000	\$63,000	\$66,150
Revenue Specific Costs	\$0	\$0	\$0
Personnel Costs (Direct Labor)	\$0	\$0	\$0
Gross Margin	\$502,023.85	\$1,266,814.88	\$2,254,898.36
Gross Margin (%)	69.68%	84%	89.35%
Operating Expense	\$720,576	\$743,447.52	\$767,100.12
Payroll Expense (Indirect Labor)	\$654,576	\$674,951.52	\$696,004.92
Concierge Staff	\$283,800	\$293,562	\$303,679.20
Front Desk Concierge	\$221,400	\$228,042	\$234,883.20
Event Concierge	\$62,400	\$65,520	\$68,796
Administrative Staff	\$147,000	\$152,130	\$157,442.64
Office Manager	\$72,000	\$74,880	\$77,875.20
Administrative Assistant	\$75,000	\$77,250	\$79,567.44

	2024	2025	2026
Support Staff	\$223,776	\$229,259.52	\$234,883.08
Maintenance Staff	\$122,976	\$125,435.52	\$127,944.36
IT Support	\$100,800	\$103,824	\$106,938.72
General Expense	\$66,000	\$68,496	\$71,095.20
Office Expenses	\$30,000	\$30,840	\$31,704
Rent	\$24,000	\$24,720	\$25,461.60
Utilities	\$6,000	\$6,120	\$6,242.40
Marketing Expenses	\$21,600	\$22,608	\$23,664.24
Advertising	\$18,000	\$18,900	\$19,845
Website Maintenance	\$3,600	\$3,708	\$3,819.24
Administrative Expenses	\$14,400	\$15,048	\$15,726.96
Office Supplies	\$2,400	\$2,448	\$2,496.96
Insurance	\$12,000	\$12,600	\$13,230
Bad Debt	\$0	\$0	\$0
Amortization of Current Assets	\$0	\$0	\$0
		·	

	2024	2025	2026
EBITDA	(\$218,552.15)	\$523,367.36	\$1,487,798.24
Additional Expense	\$16,611.86	\$12,743.51	\$8,636.57
Long Term Depreciation	\$6,318	\$6,318	\$6,318
Gain or loss from Sale of Assets	\$0	\$0	\$0
EBIT	(\$224,870.15)	\$517,049.36	\$1,481,480.24
Interest Expense	\$10,293.87	\$6,425.51	\$2,318.56
EBT	(\$235,164.01)	\$510,623.85	\$1,479,161.67
Income Tax Expense / Benefit	\$0	\$0	\$0
Total Expense	\$955,596.51	\$997,432.15	\$1,044,640.33
Net Income	(\$235,164.01)	\$510,623.85	\$1,479,161.67
Net Income (%)	(32.64%)	33.86%	58.61%
Retained Earning Opening	\$0	(\$255,164.01)	\$245,459.84

	2024	2025	2026
Owner's Distribution	\$20,000	\$10,000	\$10,000
Retained Earning Closing	(\$255,164.01)	\$245,459.84	\$1,714,621.51



#### 

The cash flow for the first few years of your operation should be estimated and described in this section. This may include billing invoices, payment receipts, loan payments, and any other cash flow statements.

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### Cash flow statement

	2024	2025	2026
Cash Received	\$720,432.50	\$1,508,056	\$2,523,802
Cash Paid	\$949,278.51	\$991,114.15	\$1,038,322.33
COS & General Expenses	\$284,408.65	\$309,737.12	\$339,998.84
Salary & Wages	\$654,576	\$674,951.52	\$696,004.92
Interest	\$10,293.87	\$6,425.51	\$2,318.56
Sales Tax	\$0	\$0	\$0
Income Tax	\$0	\$0	\$0

	2024	2025	2026
Net Cash From Operations	(\$228,846.01)	\$516,941.85	\$1,485,479.67
Assets Sell	\$0	\$0	\$0
Assets Purchase	\$35,000	\$0	\$0
Net Cash From Investments	(\$35,000)	\$0	\$0
Amount Received	\$300,000	\$0	\$0
Loan Received	\$200,000	\$0	\$0
Common Stock	\$0	\$0	\$0
Preferred Stock	\$0	\$0	\$0
Owner's Contribution	\$100,000	\$0	\$0
Amount Paid	\$82,718.82	\$76,587.17	\$80,694.01
Loan Capital	\$62,718.81	\$66,587.17	\$70,694.02
Dividends & Distributions	\$20,000	\$10,000	\$10,000
Net Cash From Financing	\$217,281.18	(\$76,587.17)	(\$80,694.01)

	2024	2025 2026	
Summary			
Starting Cash	\$0	(\$46,564.83)	\$393,789.85
Cash In	\$1,020,432.50	\$1,508,056	\$2,523,802
Cash Out	\$1,066,997.33	\$1,067,701.32	\$1,119,016.34
Change in Cash	(\$46,564.83)	\$440,354.68	\$1,404,785.66
Ending Cash	(\$46,564.83)	\$393,789.85	\$1,798,575.51

○ Help tip

Create a projected balance sheet documenting your concierge services business's assets, liabilities, and equity.

To unlock help try Upmetrics!

### Balance sheet

	2024	2025	2026
Assets	(\$17,882.83)	\$416,153.85	\$1,814,621.51
Current Assets	(\$46,564.83)	\$393,789.85	\$1,798,575.51

\$1,798,575.51 \$0 \$0 \$0 \$16,046	(\$46,564.83) \$393,789.85	Cash
\$0 \$0		
\$0	\$0 \$0	Accounts Receivable
	\$0 \$0	Inventory
\$16,046	\$0 \$0	Other Current Assets
	\$28,682 \$22,364	Long Term Assets
\$35,000	\$35,000 \$35,000	Gross Long Term Assets
(\$18,954)	(\$6,318) (\$12,636)	Accumulated Depreciation
\$1,814,621.51	(\$17,882.82) \$416,153.86	Liabilities & Equity
\$0	\$137,281.19 \$70,694.02	Liabilities
\$0	\$66,587.17 \$70,694.02	Current Liabilities
\$0	\$0 \$0	Accounts Payable
\$0	\$0 \$0	Income Tax Payable
\$0	\$0 \$0	Sales Tax Payable
\$0	\$66,587.17 \$70,694.02	Short Term Debt
\$0	\$70,694.02 \$0	Long Term Liabilities
	\$137,281.19 \$70,694.02 \$66,587.17 \$70,694.02 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0	Current Liabilities  Accounts Payable  Income Tax Payable  Sales Tax Payable  Short Term Debt

	2024	2025	2026
Equity	(\$155,164.01)	\$345,459.84	\$1,814,621.51
Paid-in Capital	\$0	\$0	\$0
Common Stock	\$0	\$0	\$0
Preferred Stock	\$0	\$0	\$0
Owner's Contribution	\$100,000	\$100,000	\$100,000
Retained Earnings	(\$255,164.01)	\$245,459.84	\$1,714,621.51
Check	\$0	\$0	\$0



□ Concierge Services Business Plan

Determine and mention your business's break-even point—the point at which your business costs and revenue will be equal.

This exercise will help you understand how much revenue you need to generate to sustain or be profitable.

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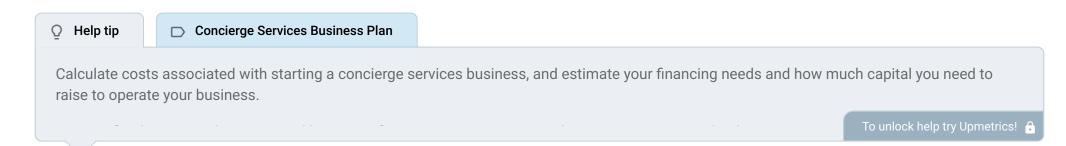
# Break-even Analysis

	2024	2025	2026
Starting Revenue	\$0	\$720,432.50	\$2,228,488.50

	2024	2025	2026
Net Revenue	\$720,432.50	\$1,508,056	\$2,523,802
Closing Revenue	\$720,432.50	\$2,228,488.50	\$4,752,290.50
Starting Expense	\$0	\$955,596.51	\$1,953,028.66
Net Expense	\$955,596.51	\$997,432.15	\$1,044,640.33
Closing Expense	\$955,596.51	\$1,953,028.66	\$2,997,668.99
Is Break Even?	No	Yes	Yes
Break Even Month	0	Aug '25	0
Days Required	0	20 Days	0
Break Even Revenue	\$955,596.51	\$1,584,466.83	\$0
Residential Concierge Services	\$0	\$241,693.50	\$0
Corporate Concierge Services	\$0	\$698,261.33	\$0
Hotel Concierge Services	\$0	\$644,512	\$0
Break Even Units			

	2024	2025	2026
Residential Concierge Services	0	1,611	0
Corporate Concierge Services	0	328	0
Hotel Concierge Services	0	3,223	0

# Financing needs



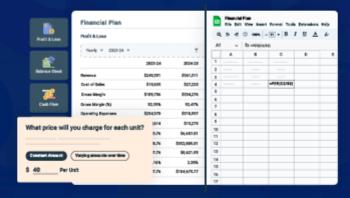
Start writing here..



Spreadsheets can be a powerful tool for preparing complex financial reports and forecasts.

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9.

**Appendix** 



When writing the appendix section, you should include any additional information that supports the main content of your plan. This may include financial statements, market research data, legal do

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Mariia Yevlash

★ ★ ★ ★

Student, Sumy State University – Ukraine

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