



# Concierge of Boston Press

The Newsletter of Boston's  
Premier Corporate Concierge Service

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## A Message from Gordon Jones, President

Though I founded the first corporate concierge service in the U.S., the Concierge business model has continued to evolve. As the popularity of Concierge services grew, I received more and more requests for information about my service. It became clear there was a need to be filled, so in 1992, I incorporated *Concierge of America, Inc.* as a kind of umbrella company, part concierge portal, and part consultancy, and I'm pleased to say it continues to serve clients worldwide—from Paris to Ontario, Washington D.C. to Kansas City. Our expertise has helped companies in all phases of concierge service development, from startup to restructuring and in-sourcing. We've developed a comprehensive on-site training program on all aspects of the Concierge business model, including a segment on IT systems analysis, and offer customized web-based tools for client requests, request management, and payment. *Concierge of America, Inc.* will soon launch its concierge portal website for independent concierge services in cities across the country. The portal at <http://www.conciergeofamerica.com> will contain a nationwide database of concierge services meeting the *Concierge of America, Inc.* service delivery guidelines.

I'm very excited about our consulting projects, which prove that working *smarter, not harder*, is the key to success in a difficult fiscal climate.

## NFL Football Frenzy: The Pats Must Defend the Championship

Football is America's national pastime, and fans relish the camaraderie and excitement of watching a great evening of *Thursday night football*. Yes, *Thursday*. This year, the NFL kicks off the 2002 season with an unprecedented celebration combining a remembrance of September 11<sup>th</sup>, a little bit of rock and roll, and a lot of football. The *NFL Kickoff Live From Times Square* on September 5<sup>th</sup> pays tribute to NYC via an enormous tailgate party headlined by *Bon Jovi*, followed by the 2002 NFL Season opener with the Giants hosting the 49ers in the first Thursday night game in NFL history.

With such exposure, the NFL has stoked the nation into a football frenzy, and here in New England, Patriots tickets are hot, hot, hot. Though they left their longtime home of Foxboro Stadium for a new and expanded facility this year, the Pats continue to sell out every game. Originally named CMGI Field, the mammoth complex of 68,000 seats, a bridge, and a 12-story lighthouse was renamed Gillette Stadium just months before the start of the season. Seats are hard to come by, with 97% of tickets held by season ticket holders, and all games completely sold out at the box office. Enforcement of resale restrictions on season tickets has resulted in the loss of season tickets, held by some for years.

*Concierge of Boston* is working hard to find tickets without jeopardizing hard-won relationships, and is again coordinating the annual Tailgate Party for the New York office of Morgan Stanley Dean Witter. Fifty traders from NY and Boston will be transported by luxury coach to a private tented reception at Rodman Health Club in Foxboro from 11am to 10 pm on October 27<sup>th</sup>. Traders will be offered beverages, traditional brunch, steaks and other hearty football fare throughout the day, continuous large-screen NFL coverage, and live Patriots action from the 35-40 yard line.

As the NFL 2001 World Champions, the Pats have enjoyed several months of well-deserved celebration, but the celebration is over — Head Coach Bill Belichick has the team back at work defending its Championship title.

***Concierge of Boston is currently organizing Patriots group ticket sales, catered pre-game brunches, tailgate parties and post-game dinners, transportation to and from Gillette Stadium, and much more. Call 617-266-6611 today for more information!***

## Restaurant Pick

### The Blackthorne Tavern: Fine Brew, Fare, Fire and Folk

402 Turnpike Street South Easton, MA 02375 508-238-9680 <http://www.blackthornetavern.com>

With an Irish pub on every corner, Boston has been likened to Dublin with its wealth of little nooks to quaff your thirst. A tavern must offer more than just a well-built Guinness, however — good food and music are part and parcel of the experience. The Blackthorne Tavern offers that and more: a crackling fire, beers from around the globe, food that outshines many a chi-chi watering hole, and, most especially, a rousing music scene featuring headliners the world over.

While in Limerick, Ireland last June, we were surprised to find posters for an upcoming concert by *Al Stewart*, the Scots recording artist whose “Year of the Cat” topped pop charts in 1976. Unable to attend, we rolled up a poster and took it home to our favorite tavern, where we showed it to Blackthorne owner John O’Connor. Unbeknownst to us, an idea was born. On our next visit, O’Connor announced he had booked *Al Stewart* for an “unplugged” concert at The Blackthorne, with perhaps 100 seats available, on September 16, 2002.

*Al Stewart* played to a packed house, disarming and charming the audience with his wry and self-effacing wit and amazing historical grasp. He offered song-story ballads recorded through the years: *Roads to Moscow* (’73); *Carol* (’75); *Time Passages* (’77); *On the Border, The Year of the Cat*, and *Broadway Hotel* (’78); and *The Night that the Band got the Wine* (’00) a story of a strange and wonderful birthday, perhaps inspired by Al’s recent 50th birthday celebration in San Francisco. Ardent followers (some traveling from as far away as Ohio) had a chance to chat with Stewart after the concert, and to meet author Neville Judd, whose recent biography “Al Stewart: True Life Adventures of a Folk Troubadour” chronicles the time passages of the singer-songwriter.

O’Connor’s efforts to promote quality live music have won him a loyal following among rock and folk musicians including *Tom Rush*, *Lori McKenna*, *Fairport Convention*, *Peter Wolf*, *John Sebastian*, *Roger McGuinn*, *Luka Bloom*, and *Shawn Colvin*, all of whom have played The Blackthorne, and love the intimacy of the venue and the warmth of the audience. The Blackthorne offers a splendid lunch and dinner menu and a lively Sunday Brunch, which is almost always followed by the Sunday evening Tradition Open Seisium, a Celtic jam session with traditional songs, instruments and players from 5-9 PM.



Al Stewart performs at The Blackthorne on September 16, 2002

## Service Highlight

### City View Trolley Tours: A Great Way to See Historic Boston

Michael J. Thomas, Jr., President of City View Trolley Tours, is a key player in the Boston trolley business. His father started the first trolley tour company in Boston in the late 1970’s, and the family has been in the trolley business for over 23 years. City View Trolley Tours, Thomas’ latest venture, is now in its fifth year of operation. The City View fleet includes four sightseeing trolley cars and two trolleys reserved for private charters. The company offers year-round tours covering all of historic Boston, including sites along the Freedom Trail, east Charles Street, and the U.S.S. Constitution and Charlestown Navy Yard. A typical tour lasts about an hour, but all-day passes allow passengers to get on and off trolleys at various locations throughout Boston. City View Trolley Tours also has an exclusive agreement with the New England Aquarium: in addition to the trolley tour, passengers receive either free admission to the Aquarium or a free 45-minute narrated Boston Harbor cruise through the Boston Harbor Cruise Co. City View Trolley is ready to handle private charters as well — *Concierge of Boston* recently retained City View Trolley to conduct a private tour for Concierge client Sage Hill Partners to and from their event at the U.S.S. Constitution Museum. The charter resolved parking issues while adding informative entertainment to the event. Following its tradition of serving historic Boston, City View Trolley Tours will be offering free sightseeing trolley tours to the public on September 11th.



**For more information on booking City View Trolley Tours  
for your next event, call Concierge of Boston at 617-266-6611 today!**



From left: Recording artist **Al Stewart** with **Gordon Jones** after the gig at **The Blackthorne Tavern**



From left: **Chris McLeod** (Executive Education Program, Harvard Business School), **Ann Heimlicher** (Boston Spot-Lite), **Francesco Santonastaso** (Executive Chef, Lucca), and **Paul Phillips** (Greater Boston Convention and Visitors Bureau) at the Boston Spot-Lite Concierge Reception at **Lucca Restaurant and Bar** in Boston's North End



From left: **Jay Chase**, with associates **Dorothy Slocum**, **Rajeev Srivastava**, **Kelly Tavalone** and **John Adams**, celebrates after scooping premium seats for Jimmy Buffet during the "Dancing with Coconuts" contest at the **Towers Perrin Summer Outing**



At left: **Gordon Jones** at the **Kerry Healy for Lt. Governor Victory Party** at the **Sheraton Boston**

## Sports Schedules

### Patriots 2002 Regular Season Schedule



<b>Sep 9</b>	<b>vs Steelers</b>	<b>9:00 pm ABC</b>
Sep 15	@ Jets	1:00 pm CBS
<b>Sep 22</b>	<b>vs Chiefs</b>	<b>1:00 pm CBS</b>
Sep 29	@ Chargers	4:15 pm CBS
Oct 6	@ Dolphins	1:00 pm CBS
<b>Oct 13</b>	<b>vs Packers</b>	<b>1:00 pm FOX</b>
<b>Oct 27</b>	<b>vs Broncos</b>	<b>4:15 pm CBS</b>
Nov 3	@ Bills	1:00 pm CBS
Nov 10	@ Bears	4:15 pm CBS
Nov 17	@ Raiders	8:30 pm ESPN
<b>Nov 24</b>	<b>vs Vikings</b>	<b>1:00 pm FOX</b>
Nov 28	@ Lions	12:30 pm CBS
<b>Dec 8</b>	<b>vs Bills</b>	<b>1:00 pm CBS</b>
Dec 16	@ Titans	9:00 pm ABC
<b>Dec 22</b>	<b>vs Jets</b>	<b>8:30 pm ESPN</b>
<b>Dec 29</b>	<b>vs Dolphins</b>	<b>1:00 pm CBS</b>

Home Games shown in bold

*For premium seating to these sporting events, please call 617-266-6611*

### Bruins 2002-2003 Home Game Schedule

<b>OCT 2002</b>	<b>JAN 2003</b>
24 vs Ottawa	4 vs Carolina
26 vs Atlanta	11 vs Toronto
31 vs Anaheim	13 vs Pittsburgh
	18 vs Columbus
<b>NOV 2002</b>	20 vs Washington
2 vs NY Rangers	25 vs Philadelphia
9 vs Ottawa	28 vs Nashville
11 vs Edmonton	30 vs Chicago
14 vs NY Islanders	
21 vs Carolina	<b>FEB 2003</b>
23 vs Buffalo	4 vs Colorado
26 vs Calgary	6 vs Montreal
29 vs Montreal	8 vs Pittsburgh
	25 vs Dallas
<b>DEC 2002</b>	<b>MAR 2003</b>
3 vs St. Louis	1 vs Philadelphia
5 vs Atlanta	3 vs Vancouver
7 vs Tampa Bay	6 vs NY Islanders
10 vs Montreal	8 vs Washington
12 vs Ottawa	13 vs New Jersey
21 vs Florida	15 vs Florida
23 vs San Jose	24 vs Toronto
30 vs New Jersey	29 vs NY Rangers
	31 vs Tampa Bay
	<b>APR 2003</b>
	5 vs Buffalo

### Celtics 2002-2003 Home Game Schedule

<b>OCT 2002</b>	<b>JAN 2003</b>
30 vs Chicago	<b>(continued)</b>
	22 vs Milwaukee
<b>NOV 2002</b>	24 vs Denver
7 vs L.A. Lakers	26 vs Orlando
11 vs. Utah	31 vs Detroit
13 vs. Philadelphia	
15 vs Dallas	<b>FEB 2003</b>
20 vs New Jersey	5 vs Seattle
22 vs Atlanta	24 vs Houston
27 vs Chicago	26 vs Indiana
29 vs Toronto	28 vs Toronto
<b>DEC 2002</b>	<b>MAR 2003</b>
1 vs New Orleans	5 vs New York
6 vs New York	7 vs L.A. Clippers
9 vs Orlando	9 vs San Antonio
11 vs Phoenix	12 vs New Orleans
13 vs Cleveland	18 vs New Jersey
18 vs Miami	26 vs Golden State
20 vs Minnesota	28 vs Cleveland
31 vs Memphis	
	<b>APR 2003</b>
<b>JAN 2003</b>	2 vs Miami
3 vs Portland	4 vs Sacramento
6 vs Washington	6 vs Washington
15 vs Atlanta	10 vs Philadelphia
17 vs Indiana	16 vs Detroit

## Classical

### **Boston Symphony Orchestra:**

- Sept. 1: The Dave Brubeck Quartet @ Tanglewood
- Sept. 1: The Roy Hargrove Quintet @ Tanglewood
- Sept. 26: Opening Night @ Symphony Hall
- Sept. 28: Verdi Requiem
- Oct. 3-8: Beethoven & Stravinsky
- Oct. 10-15: Weir, Ravel & Prokofiev
- Oct. 17-22: Henze, Mendelssohn & Rachmaninoff
- Oct. 24-29: Haydn, Mozart & Beethoven
- Oct. 26: Previn & Beethoven
- Oct. 30-Nov. 2: Copland, Ravel & Shostakovich
- Nov. 14-19: Schubert & Britten
- Nov. 21-23: Ades, Schumann & Dvorak
- Nov. 29-30: Humperdinck Hansel und Gretel

### **Other Events @ Boston Symphony Hall:**

- Sept. 19: Irish Ring
- Sept. 27: Marshall's Women in Comedy Tour
- Sept. 29: Michael Bolton
- Oct. 1: John McDermott
- Oct. 13: George Carlin
- Oct. 20: Cristian Castro & Pablo Montero
- Nov. 6: Caetano Veloso
- Nov. 7: Sweet Honey in the Rock

*Call 617-266-6611 today for the best tickets to these events!*

## Theater

- Blue Man Group @ Charles Playhouse
- Shear Madness @ Charles Playhouse
- Sept. 19-29: Morris, Forsythe & A World Premiere @ Wang Theatre
- Sept. 24-Oct. 6: A Night with Dame Edna: The Family Show @ Colonial Theatre
- Oct. 2-15: The Barber of Seville @ Shubert
- Oct. 3-5: Michael Flatley's Lord of the Dance @ Wang Theatre
- Oct. 8-13: Bring in 'Da Noise, Bring in 'Da Funk @ Wang Theatre
- Oct. 15-20: Grease! Starring Frankie Avalon @ Wang Theatre
- Oct. 23-27: Medea @ Wilbur Theatre
- Oct. 24-Nov. 3: Onegin @ Wang Theatre
- Nov. 4-Nov. 10: Spider-man Live! @ Wang
- Nov. 6-19: The Abduction from the Seraglio @ Shubert Theatre

## Family

- Sept. 1-15: Cirque du Soleil @ Suffolk Downs
- Sept. 22: Raffi @ Berklee Performance Center
- Oct. 3-Oct. 6: Sesame Street Live @ Worcester
- Oct. 10-20: Ringling Bros. Barnum & Bailey Circus @ FleetCenter

## Sports

- Sept. 13-15: 6th Annual NASCAR New Hampshire 300 Weekend @ NH International Speedway
- Oct. 20: MLS Cup 2002 @ Gillette Stadium

## **Boston Area Highlights**

- Sept. 3,5,8: Rolling Stones @ FleetCenter, Gillette Stadium, Orpheum
- Sept. 7: BB King Blues Festival @ Fleet Pavilion
- Sept. 12: Joe Satriani & Dream Theater @ Fleet Pavilion
- Sept. 13-14: Neil Diamond @ Worcester Centrum
- Sept. 16: Incubus @ Verizon Wireless Arena
- Sept. 17: Coldplay @ Fleet Pavilion
- Sept. 20: Elton John & Billy Joel @ FleetCenter
- Sept. 20: Jamgrass Festival @ Fleet Pavilion
- Sept. 21: Diet Coke Comedy Tour @ Orpheum
- Sept. 21: Mix 98-5's Mixfest 2002 @ FleetCenter
- Sept. 21: Aaron Carter @ Fleet Pavilion
- Sept. 25: Pink @ Whittamore Center Arena
- Sept. 27: The Who @ Tweeter Center
- Sept. 30-Oct. 1: Paul McCartney @ FleetCenter
- Oct. 2: Strokes @ Fleet Pavilion
- Oct. 4: Bruce Springsteen @ FleetCenter
- Oct. 6: Nelly @ Tweeter Center
- Oct. 7: Music to My Ears @ FleetCenter
- Oct. 12: Korn @ Tweeter Center
- Oct. 20: No Doubt with Garbage @ Worcester Centrum
- Oct. 21: Elvis Costello @ Orpheum
- Oct. 25: Bill Cosby @ Whittamore Center Arena
- Oct. 28: The Idols Live! American Idols @ Worcester Centrum
- Oct. 30-Nov. 3: Mandy Patinkin @ Colonial Theatre
- Oct. 31: Alice Cooper @ Orpheum
- Nov. 3: Cher @ FleetCenter
- Nov. 5-6: Willie Nelson @ Orpheum
- Nov. 6: The Moody Blues @ Wang Center