

* THE DAILY CONCIERGE*

NAME / CARLIE / NIKKI / GRAYSON

Documents to Reference

- [Usernames + Passwords](#)
- MONDAY Board
- Opening + Closing Lists
- Concierge Training Manual
- [Paper Key Tracking](#)

- [Comms Ordering](#)

PeopleVine:

Username: conciergenola@commonhouse.com
Password: 420Member!

TripleSeat:

Username: conciergenola@commonhouse.com
Password: 45ChickenMite

SevenRooms

Username: conciergenola@commonhouse.com
Password: 45ChickenMite!

Amazon

Username: conciergenola@commonhouse.com
Password: 45ChickenMite!

Gmail

Username: conciergenola@commonhouse.com
Password: 45ChickenMite

iMac

Username: conciergenola@commonhouse.com
Password: 206member

Square

Username: conciergenola@commonhouse.com
Password: 45ChickenMite

Slack

Username: conciergenola@commonhouse.com
Password: 45ChickenMite

Sonato

Username: conciergenola@commonhouse.com
Password: 45ChickenMite

Broadvoice (Phones)

Username: conciergenola@commonhouse.com
45ChickenMite

Apple ID

Username: conciergenola@commonhouse.com
Password: 45ChickenMite

- [Department Guide](#)

- [Indesign Tips, Tricks, and How-To's \(please feel free to add to this doc\)](#)
- [Event Consumption sheets](#)
- Non-member sign-in form
- [Delivery Log](#)
- [Concierge Weekly Inventory](#)
- MANAGER Concierge Training Plans
- [Petty Cash Tracker](#)
- [Latch Card Sign Out](#)

Important Long-Term Notes

- Day Passes are \$40 and processed through Square!
- If anyone requests to book a party of larger than 6, manager approval is REQUIRED before confirming the reservation.
- Transfer conference room reservations to seven rooms once they are updated.
- **IMPORTANT!!! FOR THE SAFETY AND SECURITY OF OUR TEAM WE DO NOT GIVE OUT PERSONAL INFORMATION ABOUT STAFF MEMBERS! THIS MEANS THAT IF SOMEONE COMES IN AND ASKS WHETHER OR NOT SOMEONE WORKS HERE OR WHETHER OR NOT SOMEONE IS CURRENTLY ON SHIFT, YOU CANNOT GIVE OUT THAT INFORMATION, THANK YOU!**
- Membership Portal: neworleans.commonhouse.com

Tuesday, July 2, 2024

- Had a member ask about pool reservations for July 4th
-

6.27.24

- Sevenrooms stopped responding, there were five members and their guests we could not check in,

Wednesday Jun 26, 2024

- Pv backend login info
 - conciergenola@commonhouse.com
 - 420Member!

Saturday June 29,2024

- Nehaya Yatak member - when using latch app a message kept appearing "latch access out of schedule"

Saturday July 6, 2024

- Credit cards that were lost and found are now placed in the safe above the printer

Wednesday July 10, 2024

- (Joann Mendez, Edward Mendez, Jordan Blanton, Jamie Demilt) Members needing assistance with setting up the Latch app. The " forgot password" option doesn't send out an email.
- Members will now use the Latch app for elevator access to the gym and pool deck.

- QR code menus do not work before 11 am. If anyone needs to place a breakfast order, they will need to come to the restaurant.

Friday July 12, 2024

- lost/found items
 - Pair of black framed glasses found in social area seating
- Elevator dropped a few feet with guests inside- memoir was notified

Saturday July 13, 2024

- Make sure that the tablet at the concierge desk is plugged in and charging at the end of each day. Morning shift employees are unable to clock in if the power runs out overnight.
- Mackenzie Casten payment method has been updated just waiting for it to be fully processed in the system. Raquel has given the ok for the member to come in to use the space she will be able to check out Latch card and return before she leaves for the day.

Sunday July 14, 2024

- Kevin Londono member needs to update his payment method on file. He was allowed to visit the space today but he was informed to contact Raquel after he mentioned he has an invoice that he paid.
- Guest of Deniseea Taylor came in to visit space and using the guest key/day pass
- Continuous issues with elevator dropping

Tuesday July 16, 2024

- Day Passes: when a guest comes in to use a day pass the member does not have to be with them. We will take the day pass and add the guests information on the following link <https://share.hsforms.com/1syilo4syRliewnE0Mrhrmgq2g5x>
- Mike Williams appreciated the assistance from the concierge in allowing him to use a charger while he visited the space over the weekend. As a thank you, he donated two adapters and usb cables to the Common House.
- Updates to Concierge opening checklist. "Vacuum the green room"
- Tyler Mallet and Mike Williams pick up credit cards
- Gerald Waltman was interested in booking the private event space. Message sent to Angela in Slack
- Joshua Washington extended his conference room reservation for today to 1 p.m payment processed in people vine.
- Joshua Washington booked the conference room for tomorrow Wednesday July 17, 2024 for 9 am- 12 pm payment is not yet processed.
- Sean Mulligan needs Latch

Wednesday July 17

- Latch is causing issues today, a guest Kia Oneal was not able to get into the gym when previously her latch key was working
- Todd with Precision electric came to work on cables today

- Guest Caroline Dobrez does not like that she gets an email notification every time she comes in, this email also adds an event to her calendar which she then has to delete. Is there a way to not send these check in emails?
- Guests Angela French and Jazmine Mitchell are eligible for the \$50 F&B voucher. They each need one written and they need to be notified that they can pick them up.
- Both members have been notified

Thursday July 18

- Sanitizer wipes are available and will be installed in the gym by Blaine
- Documents for the restaurant printed from Slack for Blaine and given to Nick.
- Informed by Raquel that membership dues will go up to \$175 next month so if anyone is on the fence about joining, let them know that now would be a good time to join for the lower rate of \$165
- F&B voucher given to Jasmine Mitchell
- Jennifer Baldwin will come in to purchase a day pass. Notify management for assistance on assisting guests.
- Amina Dearmon picked up her F&B voucher and modified her dinner reservation on Saturday July 20, 2024 @7:30 pm guest count changed from 6 people to 5 people.
- Jennifer Baldwin is interested in becoming a member and was given permission by Nick to use the space today. She will stop by the concierge desk to get a latch key if she decides to go up to the gym or pool area.
- Janelle Slobof inquired about receiving an email about her Jazzy Sunday Brunch reservation being canceled. I confirmed that it was canceled for the event but her reservation was switched over to the restaurant reservations for the same day and time. Janelle emailed back and changed the guest count from 2 to 4 people
- Member Sherin Dawud informed us that one of the chairs in either Carrel one or Carrel two is broken. She mentioned it looked as if someone tried to place the leg so that it looked as if it was fine and when she sat in it she fell. She confirmed that she was ok when she left.


Friday, July 19

Two Sonato requests:

- July 20 @ 7:30 p.m Thaddeus Norman(+1 guest)
- July 23 @9:00 p.m Vanessa McKinney(+3 guests)

Carlies notes

- Angela is expecting a check from client Stephanie Diaz, Manuel Vera. DO NOT MISPLACE TIZ A BIG CHECK
- If the concierge receives packages with unfamiliar names it's okay for now. There are some packages that were ordered here for an upcoming event by the client.
- A member notified me that in the CH app, guests do not have the option to make a reservation for 1, only 2 or more - This could be problematic for pool reservations, or statistics/tracking if people are being forced to put 2 guests when it's only one.

- Tyla Peterson is having trouble getting the latch email. She is in latch and has the app but the email does not send when we do the reset password process. I also tried to add her in latch but that did not prompt the email either.
- A guest voiced concerns about the pool going from reservations to a waitlist system. He is worried the wait will be very very long because people tend to spend hours at the pool.
- More ppl came in wanting day passes
-  **How to Park** I made this helpful doc on how to park in case anyone needs it or has questions we can email them this 😊

Saturday, July 20

- Two guests for Sean Rajo c/i @ 10:20 am
- Kamryn Coster had a morning emergency and called to move her pool reservation to 1 pm.
- Lost and found items are increasing everyday. Some items are found in the drawer at the concierge desk, on the shelf behind the curtain, in the drawer behind the concierge desk, and on the shelf above the printer. I found a cardboard box that can be used to keep everything in one place. Credit cards are placed inside the safe located above the printer. All other items are in a box below the printer.
- Good afternoon Raquel, Mr. Laurence Line is a new member but it looks like his balance is unpaid. I didn't mention it to him because I was unsure of the full details would you be able to reach out to him +1 601-543-6400 DI3usm@gmail.com To avoid confusion I allowed him access and provided him a latch card while holding his driver's license at the concierge desk.
- Member: Adrione Domino asked to cancel membership then proceeded to stay at DJ Event

Tuesday, July 23, 2024

- Women's restroom first stall is out of order. Sign place on the door. Top of the toilet was shattered the night before and placed off to the side of the toilet . photo sent through slack #neworleans and #neworleansteam
- All electronics need to be plugged in at the end of the day in order for morning staff to clock and check out a radio for daily use. Please make sure that the radios are turned off and plugged in to charges at the end of the day. Multiple radios were placed in slots last night but not plugged in and not turned off.
- Hotaling & Co flash drive found in seat1/table1 of the social area. Currently inside safe until someone claims it.
- Alli Torres will be arriving on Wednesday July 24 a total of 4 people to visit the pool. There wasn't a time listed in the email and Alli is not a member but Sarah confirmed that the guest is able to come in. Unable to make reservation without being a member
- Daniel Perry checks in and goes directly to the Carrel rooms without a reservation. It has become a daily challenge that members who book reservations in advance are unable to go into the Carrel because he is already there. Details have been passed on to Raquel Roman. He is polite and has been informed directly about reservations being required. Temporary signage has been printed with branding standards and taped on each door so that members are aware of which room is which.
- Three desks delivered today for the co working space. Photo #neworleans and #neworleansteam

- Seven rooms is not communicating with the app we use to check people in. when we check someone in they don't show up in seven rooms.
- Someone asked if we are getting yoga mats for the gym.
- There are not enough "clear wires" for the head sets. People are having to go without a radio
- I have been noticing that people leave trash on the coffee/tea/water counter in the social hall because there is not a trashcan up there - we might need to get one

Wednesday, July 24, 2024

- Alli Torres will be arriving on Wednesday July 24 a total of 4 people to visit the pool. There wasn't a time listed in the email and Alli is not a member but Sarah confirmed that the guest is able to come in. Unable to make reservation without being a member
- Peoplevine on the ipad and seven rooms on the ipad are not talking to each other at the moment. Dagny is aware and working on the problem. For now, checking people in manually through the seven rooms app on ipad.
- Tara Quinn left her card at the bar (she doesn't want it on file) and called to close out her tab and let us know she's coming to pick it up tomorrow. It's locked in the safe.

Thursday, July 25, 2024

- Relabeled radios with missing numbers
- The Sonata check in process was copied and pasted into doc on google drive for future reference
- Manually entering each member into seven tables until the app is back to normal.
- Teamwork app (clock in-clock out) was not working during part of the morning but started working again as of this afternoon.
- Angela French picked up her F&B Voucher
- Daily room reservations or now available outside of each door for Carrel one and Carrel two and conference room
- Morgan Ingraham emailed to make sure that her Conference Room reservation for August 23, 2024 was canceled. Technical problem with Common House app. When a member cancels a reservation or removes something from their cart, the app still shows the item in their or still shows their reservation as booked. But I confirmed with a member that our system does not show a conference room booking for that date.
- We've recently discovered that members with Androids may have problems scanning our QR code for parking. If you scan the QR from our computer it works just fine. You can find it on our home screen.

Friday, July 26, 2024

- Juan Tanca called to update his reservation number of guests from 4 people to 6 people @ 7pm in the restaurant.
- Kelsey Breau called to update her reservation number of guests from 4 people to 5 people @ 8:30 pm in the restaurant.
- Common House Richmond member John Labarge checked in with 2 guests
- Aaron Cooley (The Gathering Spot) arrived to check in and also provided her ID for the Latch Card.
- Guest Lindsey Grey is coming on August 8 & 9 she is going to bring two guests in for dinner on the 8 th. We aren't sure what time exactly but we made a lunch reservation for 12pm. We will adjust the reservation for her actual plans
- Aaron Cooley returned the latch key.

Saturday, July 27, 2024

- Expecting a member visit today from Blake St. House Monique Carswell.
- Monique Carswell arrived to visit the space and dine in at the restaurant. Luggage currently stored in the closet at the concierge desk.
- John Labarge returned for a second visit from the Common House Richmond location with 4 guests. He provided his digital id for the Richmond location.

Sunday, July 28, 2024

- I realized if you scan members in - click view profile and then check in - it will populate to seven rooms.

Monday, July 29, 2024

- Received an email from Raquel about all the new members that joined in July and making their membership packets/membership id cards. I've made up the first 41 ID cards- Grayson is working on updating the packets so that the parking info is correct and up to date. The email with the file is marked as unread in the Gmail. Please reference to complete making ID cards. All the ones I've made are in the back of the box. Sorry this was so long.
- Cabinet door on desk has been fixed- please be nice to it

Tuesday, July 30, 2024

- Austin Bailey emailed us with an update on what to tell members who are having trouble with updating banking information in the portal
- Member was having trouble making a reservation via the app for lunch - he didn't describe the issue, so not sure what went wrong but I went ahead and made a reservation for him & let them know
- No events today v chill.
- Another member was unable to make reservations on the app (Tyler Andrews), I made it for them
- Mary Haindel, one of the owners of the parking lot property, called to make sure we were good parking wise. I told her we need more signs out there and also gave her Sarah's email address as she wanted contact with Common House. She was concerned about white linen night
- New membership cards have been completed and alphabetized.
- Latch stopped responding. Have to send Chelsea Bragg, Kate Balart and Ashley Deaton an invite whenever system is up and running

Wednesday, July 31, 2024

- People vine is not communicating with Seven Rooms. Do not scan QR codes, For the time being manually enter each member into Seven Rooms as a walk in (the button in the top right corner , person with a plus sign)
- Two F&B vouchers at the concierge desk for Kyle Formby and Elizabeth Muir

- Confirmation email sent to Blake St Concierge for visiting reciprocal member Lindsey Gray for August 8 and August 9, 2024. The reservations are also booked into seven rooms for those dates. An exact time of arrival was not given so it was entered as arriving 12:00 pm.
- Nicole Krahn inquired about a possible accommodation for a gluten free meal at the Community Table on August 22, 2024. Ashley Sarris was able to confirm that we can accommodate a gluten free meal and a confirmation was sent to Nicole.
- Request/Idea from Angela Kwon In Richmond - they have worked out a system where concierge takes a photo of the received check and then group slacks/emails to both accounting and private events just to keep a documented trail. It might not be necessary with CH4, but there has been a history of lost checks getting mailed/dropped off before making their way to the safe with literally every house so would probably be a good practice. also the clients email us asking for that confirmation - so just helpful in general. Thank you!!!
- QR Code has been printed for members to scan
- On Aug 6 at 1pm member Charels Gaspard would like to rent the Green Room for a meeting with an artist, they may be interested in getting food or beverage, there is no way to reserve this in seven rooms or on the app. Was told to take his information and that he could pay 25/hr for the space.

* THE DAILY *

AUGUST

August 1, 2024

- Jarrell Thomas called asking was his name showing as being checked in. I did find the initial question odd and I was hesitant on continuing the call because it seemed like a non member was trying to track down an actual member. He said he was Jarrell Thomas and also provided his member number and that he was here last night. I placed the person on hold and checked yesterday's check ins and his name was not on the check in list. I informed him of that and he replied, well somebody was there last night and put a charge on his card. I responded by saying "Sir, you were here last night and not sure where the charge came from?" Because of how the phone call was going, I gave him Raquels' contact information and informed that our membership manager would be able to look at his account and explain any transactions that appear on his account. The way he asked those questions seemed very skeptical but I believe it may be his monthly membership charge for August.
- Little did I know this was the beginning of back to back phone calls from members about unexplained charges and incorreccted CC's on their account.

- David Baker/WGNO arrived for the interview/tour with Angela for the White Linen Event.
- Replacement piece for the top of the women's toilet delivered but too small. Need replacement
- Need to improve the system with reservations for Carrels because there was a lot of confusion. Katherine Kemmerly booked both carrels from 12-5 but for her and another member Neil Turner. The reservations were under her name but she was not here. Another member wanted to use the room because it was not occupied. Grayson removed the section of the document that states that if the room is free the member can take it to avoid any conflict among the members. Members who make carrel reservations should check in at the Concierge before going into Carrels moving forward.
- Grayson should be making Do Not Disturb signs for the Green room and private dining room for when they are occupied.
- Sam Noblin emailed reporting that someone stripped the threading on the left peloton pedal (bike closer to the treadmills). Now none of the pedal attachments will connect.

August 2, 2024

- Tickets are currently sold out on 504ward website for White Linen Night
- Deanna Banovvsky visited from a reciprocal house Edison House located in Salt Lake City, Utah and her email is deannabano@gmail.com. She expressed a lot of excitement about visiting Common House.
- The New Orleans Mayor Latoya Cantrell came to visit with the member Derrick Rogers.
- Ali Cushing has been going to the gym before CH opens so she has been unable to scan the QR code for discounted parking at the Concierge. So we printed another QR code to be put in the gym for members who visit the 24/7 gym.

August 3, 2024

- Member Alida Hainkel proceeded to give Lilliana and i (carlie) the middle finger and said "fuck you, you fucking suck" because we would not let her and her SEVEN guests into CH. she had three valid guests, but was attempting to bring in 4 more. We let her know the policy and she popped off.
- Someone took the ipad charger to the ipad. It needs to be re-threaded through the desk. If someone needs a charger we have plenty, there is no need to pull it out of the desk.
- People's vine check in app was not connecting to seven rooms.
- April Dupre left her bikini here, she came back to look but it was not there
- Lost and found wallet is in desk drawer for Chad Adams - not a member here
- Ashley Mayne lost her credit card here. If found her number is 504-231-3116 - Jaina called her, she turned it off and gave permission to cut it up.
- Employees were not able to clock in or out so I made a clock in clock out paper. It is on the desk.

August 4, 2024

- A thread has been started with Peoplevine via chat and email regarding the peoplevine to sevenrooms integration. - I am not in all week, please follow up to work towards getting this resolved to make for smooth/easier for us CHECK IN.

- Jewel Bush has a sketch from White Linen Night - in the right drawer. She will come by to pick it up tomorrow.
- Appreciation snack box is in the concierge desk - bottom left shelf.
- Lamp oil to fill the empty lamp/candle bottles is in the cabinet underneath the ipad behind the concierge desk.

August 5, 2024

- Chad Sanders left a voicemail about his wallet that he lost during the White Linen Event. I called him back and let him know that his wallet was here. He picked up his wallet.
- There were a few radios that were not turned off so they did not charge. Let's try to remember to turn the radios off before we plug them in :)
- We ran out of cardstock but I put it in the "need to order" on Slack.
- Liam Doran came by to check on the status of his application for Private Events Manager. His phone number is (504)390-9800.
- Kimberly Wilson left a voicemail from the number 1(504) 810-0505 and I called her back with Raquel's contact information about getting a membership.
- It was a chill day for the most part but the restaurant got very busy

August 6, 2024

- Email from member Alex Zieman, needed clarification on tipping expectations along with the 20% House Fee. Responded with the detailed information and forwarded email to Nick and Ashleigh.
- April Vogt has a Latch key card and left her driver's license with the concierge. Will exchange cards before leaving.
- Debit/Credit card "Ashley E Meyn left in the concierge desk and now placed in safe until claimed.
- Two rings found in employee restroom placed in safe until claimed (small ziploc bag) - these were picked up
- Tamica Lee is having trouble logging into her common house app. Is there some reason why that would be happening (just so that we have an answer for people having this issue, it seems to be newer members)? Micheal Vincenzo is also unable to log in to the common house app
- Went through the cards in the safe and looked up names to try to find the owners of the cards. I reached out to the ones who were in our system

August 7, 2024

- Not many details to pass on. To summarize the day it was a full day of tours and companies coming in for repairs and deliveries. 10.2 versions of menus were delivered to the restaurant. Additional 10.2 version of Club menus and Lunch menus printed and delivered to the bar. 10.2 version of the dinner menu printed for Nick to update in square. Fox News came in for an interview with Raquel.
- Seven room check in app still not working
- Guests are having trouble making dinner reservations, the app is saying they are all booked up

August 8, 2024

- Reciprocal member visiting today with guests. Lindsey Grey from Blake st. Social house.
- Latch invite email sent out to new member Desiree Packard
- Credit Card for Marcel A Cordes found at the bar and placed in safe until claimed.
- Latch invite email sent out to Ashley Deaton of Soul Werk Coaching
- Latch invite email sent out to new member Ryan Bordenave

- \$50 F&B voucher written for Derrick Rogers. Email sent to Derrick from Raquel.
- Debit card for Angelle Alise Folse place in safe until claimed
- The member Nina Horne was having issues with Latch and was unable to use it throughout the entire building. We checked for the keys on her Latch but they did not work. Her phone number is 504-401-0675 and her email is nina.horne1221@gmail.com
- Recent members' names haven't been showing up in seven rooms even though their accounts are up to date and showing up in people vine. I've emailed dagney to help resolve the issue

August 9, 2024

- Safety reminder please make sure all candles and oil burners are blown out at the end of the day/night. One oil burner was still burning overnight.
- Make sure all radios are turned off before placing back on the charger.
- We have a prospective member, Frank Stuart, who would like to come in on Saturday night to "check out the clientele" and I told him that was ok. Let's make sure he has a good experience. - Raquel-
- CC/Debit card added on file for Lisa Lacquer
- Confirmed with Morgan Ingraham, Conference Room Booking for September 24, 2024 10:00 a.m.- 4 p.m. and a restaurant reservation for September 24, 2024 at 12:00 p.m for 6 people.
- New Memoir residents are thinking that Common House is a shortcut for Memoir. I did have to stop someone who came through the front door and went through the social hall and restaurant. I explained that it's not a shortcut and that everyone is required to check in at the desk when they enter through the common house entrance. He mentioned that he is aware of the memoir entrance but why walk all the way around when he can just cut through here.
- Air pods found at pool deck. Kyle Truxillo called looking for them. They are in the safe and the member will stop by to pick them up. His contact number is 985-859-1689
- Terrance Williams, a monthly resident of Memoir arrived and is doing a trial run of Common House until August 12th. He did not come pick up the Latch card though so he will probably visit tomorrow.
- Natalie Tate has been having issues with her application process so she has not been able to properly visit Common House. She has been in contact with Raquel but never received an invoice. I slacked Raquel about it and it needs to be resolved through the accountant
- Madison Troy, Troy B Oaks, and Elizabeth Doherty left their cards at the bar and they were placed in the safe.
- Michael Simon Junior was having issues with Latch but I revoked and added the keys again.

August 10, 2024

- For clarity - Members can bring up to 3 guests - only way they can bring more than 3 guests is if they make a reservation for dining in the restaurant. (A walk-in reservation for dining in is ok.)
- The 40th Birthday Party went well and the guests seemed to enjoy themselves a lot. The party planner mentioned that she has been telling her clients about Common House as a new and upcoming venue. It was not very busy today I think because of the Red Dress Run but some members came in for drinks.

August 11, 2024

- Noise complaints have been made by more than one person(s) today because of the DJ at the pool

August 12, 2024

- We ran out of candles and I added it to the need to order list on Slack.
- Laura Herrigan will be visiting along with two other guests from the Edison House in Salt Lake City, Utah on August 14th. Her visit has been approved through Sonato and is in Sevenrooms for 6:00 p.m.
- We were having wifi connection issues and a member ended up leaving because her meeting crashed. Multiple other members were also experiencing wifi issues.
- Deliveries for the kitchen came in and I organized the electronic drawer. I went through all the wires and connected all the loose pieces together. Please try to keep it tidy if we can :)
- Suggestion: menstrual products for the members in case of emergencies
- Mr. Cortlin Johnson was charged for another member with the same name. I believe it was (Kourtlynn Johnson)'s food/drink. It is a friend of his so he does not mind the charge but wants to make sure he is not charged again for services he did not order/use. Make sure to double check member's names/identities. Nick and Blaine were notified.

August 13, 2024

- Reminder to make sure all radio's are turned off at the end of the day when placed on the charger.
- New member Amanda Brown latch email invite sent out.
- File folder has been updated with back up menus for Breakfast, Brunch, Lunch, Dinner, and Club Menu. A folder has been added to Room Reservations (Conference, Carrel One, Carrel Two.
- Sonny Lee "Krewe de Neiux" up to 10 guests in social hall cocktail hour approval by Raquel. August 13, 2024 5:30 p.m. - 7 p.m. reservation is also in seven rooms.
- Mary Jatkowski called. She will stop by to pick up credit card. It is in the safe at the concierge desk
- Summer Butler stopped by to pick up her cc/debit card. The ID was verified at the concierge desk.
- Katherine Molyneux latch email invite sent out.
- Tiffany Aidoo Conference room reservation 10 am- 12pm payment processed \$50
- Tyler Peterson picked up her credit card from the safe at time of check in.
- Michelle Gabutin- 3 guests.- Common House Richmond will be visiting tomorrow August 14, 2024
- Currently out of band aids for the first aid kit. Note also added to need to order in slack.

- Cortlin Johnson is checked and I walked him through the steps of downloading his digital ID to help avoid a name mix up with Kourtlynn Johnson. I did read on the previous notes that there was a name mix up on a food and beverage charge.
- Chandra Richardson left her cc upstairs at pool bar - will be by tomorrow to pick it up.
- Courtney Brown and Niam Savage have been notified that their CC was left here. Niama will come by to pick it up. Courtney is attending water aerobics and will grab it then.
- Chandra Richardson also left her cc, please collect outstanding balance. Card declined when closing tab.
- Janitza Vasquez has been notified about her CC being left at the Social Bar. And will come by to pick it up in the morning.
- ALL LEFT BEHIND CCs ARE IN THE SAFE.

August 14, 2024

- Left voicemail for Alida Hainkel to pick up CC informed that we will have to destroy the card if left any longer.
- Left voicemail for Elizabeth Decoste/Elizabeth Doherty to pick up CC informed that we will have to destroy the card if left any longer
- Left voicemail for David E Wawrose to pick up CC informed that we will have to destroy the card if left any longer
- Called and spoke with Flemister's fiancé who passed on the message that it is ok to cut up the credit card that was left behind because a new one was already ordered.
- Mary Jatkowski is aware that her card is here. I spoke with her on yesterday
- Chandra Richardson will come by today to pick up her card and close out her tab from last night - She picked it up
- Credit and Debit card holders we are unable to contact due to non membership Evan C Carter, Antonio Dorado, Andrew P Jacques, Ashley E Meyn, Christie Kimball, Katherine Johnson
- Headset cords sanitized, radio holders sanitized, radios sanitized
- Water-Aerobics sign printed and handed over to Lindsey for this evening's event. Copy also sent over Grayson in case anything needed to be updated on the signage before 5 pm.
- Backup copies of the Libations menus were printed.
- Printer ink Cyan Magenta Yellow and Black is running low and we will be using the last cartridges soon. Note placed in slack

- I was in the process of checking in as a member and when I was finished, I had to go track down Nina Horne and Haley Rowe-Kadow in the co-working space to get them checked in. They mentioned that they couldn't wait because they had a quick meeting to get into. I explained to them that all members have to get checked in at the concierge desk. They mentioned they would need to talk to Raquel about that. I did bring the tablet to them instead of making them come back to the concierge desk.
- Katherine Kemmerly emailed on behalf of Neil Turner asking if Carrel One room was available for multiple days and multiple times. I informed Katherine that if those days and time slots are available Mr Turner would need to book through the app.
- Michelle Gabutin 5 people total visiting from Common House Richmond currently has Latch Key Card and left Drivers license at the desk.
- D'Angel Savoie called in reference to some receipts she needed. I emailed her and forwarded her original request to
- A Richmond Member Michelle Gabutin is coming the 19th and 20th -bringing 4 people
- Refunded Morgan Ingraham for Conference room reservation. It was a very complicated back and forth with charges and refunds, so for the trouble, I just refunded the total. -Ashleigh
- Alex Bellow was having issues with latch - I think we have it figured out now but it might be good to reach out to him (or when we see him next) and follow up that it's working. He seemed frustrated
- Snackle box is empT :(big sad
- Our check in app is not working again

Katherine Capocelli - Sometime in OCTOBER - October 24-25th

August 16, 2024

- A package should be coming in - poster and cards for Ian and ashleigh. They arrived and are in the printing room.
- In regards to towel service: linen company screwed up the order - should have towel service by MONDAY! - Working to have towel service as soon as possible. Sarah got some towels in the meantime though and they are rolled up in the storage closet on the rack at the top. They can be rented for 2\$.
- Michael Colson was having issues with his Latch and when he tries to use it his screen says "There appears to be an issue with NFC".
- Committee member Graham broke 3 rules today
- All invoices are scanned in and emailed
- BOH that didn't have latch access were invited and are all good to go

- It's not stated online that we're a members only club. Guests have been coming in assuming that membership is optional. Nowhere on the website does it state that CH is exclusive to members

August 17, 2024

- Reminder to turn off all radios at the end of the day and make sure each radio is plugged in to charge overnight.
- Lost&Found- Banana Republic blazer blue and black found on the floor next to the couch in the rooftop bar lounge area.
- Stephen White has a latch key card. His id is at the front desk. Stephen White returned the Latch Key card.
- Darnell Head checked in with a guest pass and checked out the latch key card, left Drivers license at the desk. He is the guest of Denise Taylor.
- Haydels Bakery came by to deliver the cake for the wedding tomorrow. Looked delish
- Robbie Aldridge is coming to get his credit card/ Robbie Aldridge picked up credit card
- Sydney Shivers came to get her credit card
- Marci McGovern stopped by at check in to pick up her friend's credit Card "Katherine Johnson" Marci said she spoke with someone here and they said that Katherine Johnson's card was going to be in an envelope with the name Marci McGovern on it. I verified that we do have the card for Katherine Johnson in the safe but it was not in an envelope. She doesn't remember who the associate was that she spoke with that gave the instructions so I was unable to give Marci the card on behalf of Katherine Johnson.
- Chef Matt wants to reserve 2 lounge chairs at the pool for Ronnie Pendelton for his Bday, council member **Tuesday Aug 20 at 3:00** - we need to make reserved signs. The "reserved" signs will be placed on trays and the tray will be placed on the lounge chair. I have created the signs, they are in the tray hanging on the wall
- The compartments for the ear pieces came in, if employees want to leave their ear bud in the case at work they will be able to do so now
- Mark's wife Cara will be joining us in the House for WFH tomorrow during the day
- Luis Cruz is unable to login into his Common House app and needs to resent the membership link. Sarah has been notified through Slack
- The check in people vine app is not working again.
- Non member Guest Darnell Head (came in earlier with a paper key) he lost the latch key. This made me realize we need a better system to document who has been given which latch key, that way if one is lost we can deactivate that particular key. Right now there are multiple latch keys. Lindsey and I looked at the activity log and found out which one it is. The card that was lost is attached to Sarah Haviland. - from now on we should write down the number of the latch key card and the name of the

person it was given out too so its easier to deactivate them if they get lost. Especially as time goes on there will be more keys in circulation potentially.

- Tool set and pill organizer for ear pieces arrived and are in the storage room.

August 18, 2024

- Goings On for the previous week are taken down from the clip boards. Currently waiting for the new copies to be printed. Larger copy of the goings on is placed on the board along with the drag brunch poster.
- Coffee menus have been printed and placed at the bar.

August 19, 2024

- Isabella Snow came in on yesterday "just passing through" came in and walked by the concierge desk. I asked if she needed to check in that is when she mentioned she was a memoir tenant and just passing through to get to her apartment. I informed her that even if she is just passing through, everyone is required to stop at the concierge desk to get checked or meet their guest before going any further. Her name comes up in the people vine but she is listed as not being an active member. Today at opening she came to the concierge desk just to ask if I could take a back to school picture of her outside. I politely declined and explained that I still getting things set for opening common house today.
- Seafood delivery guy came to front entrance upset because kitchen door isn't working properly. I mentioned there is a doorbell to ring and he said that is not working.
- Radios are still on over night and a server informed me that not everyone is aware to turn off the radios and that there is not a concierge here during the time that they leave at the end of day. This information helped get a better understanding of why so many radios are left on and not plugged in at the start of the day. It is now a part of my morning routine to unplug every single radio to find out which radios need to be turned off.
- If items are left behind by a group, in this case a wedding party, just gather it all together and place it a box and store it in one of the rooms near the concierge desk. It's becoming counter productive for some concierge team members who clean and organize the drawers and cabinets during their shifts vs others who grab things and stuff it in the nearest drawer with other random things. This is not just for today this is being noticed everyday. It's ok if anyone is unaware of the proper places to store things. There is more than enough space in the control room and second closet behind the concierge desk. The main thing is we should be on the same page when it comes to moving and storing thing so that when the next person comes in for their shift, they already know where to find something when its not sitting on the desk.
- Can we have member sign waivers when given a latch key card and should there be a charge. If the guest of the member is using a guest day pass. Should the member who invited the guest (gave them the day pass) be held accountable/charged for the latch key card replacement. At the end of the day the person who lost the keycard gets their drivers license back but there is no current penalty for losing the card.
- Email forwarded from Raquel on behalf of member Vin Torns who would like his welcome packet delivered to him by mail. I spoke with Sarah and she able to mail it off for the member tomorrow August 19, 2024. I have the email printed at the concierge desk with members mailing address attached to the welcome packet. It is currently placed in the drawer beneath the Alligator Skull.
- Some members are noticing that they've never had latch access through the memoir entrance 24/7 gym access. Just double check their account on the latch website and it is ok to go ahead and add the memoir entrance.

- Confirmed that the reserved signs for Ronnie/ lounge chairs are printed. They are in the hanging tray in the printing room.
- Ashley Sarris "Drag Brunch" This note and link is also available in Slack
- Good morning! I am going to have the queens for Drag Brunch this weekend post the poster promoting it (hopefully to boost our numbers!) and they will be directing people to you. To register people, please follow the attached directions!
<https://app.tango.us/app/workflow/Registering-Non-Members-for-Drag-Brunch-231d23d8e7d042689eaff29197613d4e>
- New "Goings on" printed and place on clip boards throughout The Common House
- Member Information Update "Hello Raquel. I have the information for Katherine Kemmerly member# D-14669. Her new name is Katherine Lehnhardt and her new email is Katherinelehnhardt@gmail.com" information was forwarded to Raquel on slack.
- Mltchell, Gabutan visiting from Richmond Common House with two guest. Will be stopping by today. She is aware that we close at 5pm today.
- New member Rebecca Fazio has come in today. She has received her welcome packet and walked through setting up Latch.
- Tool bag placed in cabinet underneath Alligator Skull
- Confirmed with Taylor Moody through slack that there was a package delivered for them. We have it here at the concierge desk photo verification was also sent over with the message.
- Packaged delivered to concierge desk for Chef Rajo Sean picked up from desk by Chef Matt
- Pop up massage is not listed on the Goings On but the event is today from 1:30- 3:30 I registered one member Amber Walker at the Concierge Desk.
- The bride stopped by to pick up her items left behind after the wedding part (veil, ring box, ring security box, shoes, a ring (not the wedding ring), nail glue, I did give her the left over menus for the wedding just incase she wanted it for a keepsake. The bride said it was ok to throw away the shoes that were left behind.
- As backup, there is a printed copy of the registering and payment processing steps for the Drag Brunch. Can be found in the hanging tray in the printing room along with a pdf copy of the event.
- Chelsea Dagner called to cancel her second ticket (non member ticket) for the Yellowfin Tuna Demo event.
- What would be the best way to handle Memoir tenants who aren't using the space for the but just want to take a short cut to get in and out of their apartments? Lately, I would stop them and have them check in even if they say they're just passing through to head to their apartment.
- Juanita Vasquez stopped by to pick up her Credit Card. Driver's License was verified at the concierge desk.
- Naima Savage (member) stopped by to pick up her credit card.
- Yellow Fln tuna event free to members there will be bites/samples available. They will have the option of purchasing the tuna for \$19 lbs.
- Order from Sudek USA arrived and is in printing room along with a package for Chef Rajo

August 20, 2024

- Katherine Lehnhardt and Jennifer Jeansonne were able to check in with PV but not seven rooms. Their names did not appear in seven rooms, Dagny knows and is looking into it
- Isabella Snow contact info: 901-692-7226 bella.snow1965@gmail.com is a resident of memoir but does not seem to be set up with common house as a member. - sent a message in slack to the memoir concierge channel, they said they would reach out to her

- Noticed Brittany and Micheal Vincenzo use the front door to exit this morning but they never did check in - Memoir Guests need a reminder about checking in and passing through
- Added a cable organizer to our amazon cart to help with the radio wire drawer organization
- Raquel sent over info about membership pricing, "High Level Membership Info". I pinned it to the bookmarks bar for easy access, and added it to the concierge bible. Raquel would like us to continue to add any FAQs to the bottom of the document so she can answer questions that come up often.
- Ben Ruiz is getting an "INVALID" message on the PV app when checking in - he has not finished filling out his application but has been using CH.
- Martin Jessica has latch Key card,
- "Jamie" might come by for a drink later around 6:00 - he went on a tour earlier, Raquel said it's fine for him to come grab a drink later today.

August 21, 2024

- Spent the morning doing some organizing and labeling of the back rooms at concierge (carlie)
- Member Jessica Hanchey is Wondering if we are showing the LSU game on sunday - i told her I would ask Ashley and let her know. She also had questions about booking rooms, I directed her to reach out to memoir for any room rental questions, Convos via email
- Nicholas Nesbit would like to be discounted for drag brunch because he doesn't drink & is sober. This request was sent via email to Ashleigh and concierge - just reiterating it here.
- Brittany Zens and Micheal Vincenzo are still using us as a front and back and SIDE door -_-
- Feeling nice feeling organized
- Hand sanitizer dispenser came in, it is on the floor under the sign that says "packages"
- Members loved the Abs and Stretch class, Sara received a lot of good feedback
- Ravi Bates' membership number and information does not show up in people vine, it seems like there is still some back end things that need to be sorted out.
 - UPDATE his membership application has not been approved yet - we will need to follow up on this and make sure he gets approved and pays

August 22, 2024

- Starry Sky notebook probably belongs to member Robyn Barnes please ask/pass on to member if and when she checks in.
- Robyn Barnes picked up her note book at check in.
- Coffee menus placed in co working space on each table. Coffee menus were also placed on each large table in the social hall. Each member that spoke was excited about the new menu. Extra note to pass on is that the coffee menu will be available to order from the QR starting next week. For the time being members are able to order from a server or directly from the bar.
- Check for Ashley O. placed in safe until tour/interview is complete.
- TOni Silverblatt booked a conference room as a walk-in for 10 am - 12 pm payment processed at time of booking to card on file.
- Ashley O picked up the check from the safe after the tour.
- Mail delivery for Taylor Muniz "confidential" placed in safe

- Andrew Lafont, guest of “Debbie with a D” emailed to book tickets for the Drag Brunch. 6 tickets were booked on People Vine as non member tickets. Guests are aware that they have the option of paying over the phone or paying in person the day of the event. The information was communicated to Ashley Sarris through Slack.
- Note from Ashley Sarris: “The queens will be posting the brunch on their instagram stories - if people email and say they were sent by one of the queens and that are not members please still register them but at the non-member rate”
- Hedy Rose- New member arrived to check in. I did go over the check in process, member welcome packet, and check in process for additional guests. I also informed her that she would need to download the common house app, and latch app for access. Member and guest did not want to wait for apps to download. Just for future reference I did go over the new member information with them and the latch invite email has been sent to member.
- Jonathan DeLaurel, a new member came to pick up the welcome packet and downloaded Common House and Latch App.
- Extra copies of Coffee menus printed and placed in the file folder.
- Artist check for Taylor Falgout in concierge desk, moved to safe until pick up.
- Please make sure all radios and radio stations are plugged in so that radios can charge during the night and day.
- When checking in non members (paper keys) Enter their information on the non member form and then check them into seven rooms as Archive NMG and add the number of guests.
- Radio’s and headsets are organized and sanitized.
- If and when a package arrives for Grayson or Keith please slack Grayson and Ashleigh as soon as possible. Expecting camera parts for upcoming shoot. It may be delivered by Fed Ex.
- Confirmed with Host of Courtney Nelson happy hour. 6:30, Pool Lounge, 20 ppl 8/23
- Ashley Deaton inquired when the pedals on the peloton will be replaced and the broken screen on the treadmill.
- Members were raving about the community dinner. One member in attendance asked if there’s an option to tip the servers besides leaving money on the table
- HAPPY EARLY BDAY TO QUEEN JAINA <3

August 23, 2024

- Memoir resident Isabella Snow has still not been contacted about common house membership - I already let them know once that she needs to be set up. Memoir said they would reach out to her. I spoke with her and she said they have not yet. I am not 100% sure on how the Memoir/Common House new resident member onboarding flow works.
- Angela French accidentally purchased 4 tickets for drag brunch, I canceled the 4th, she was refunded, I emailed her about her refund confirmation.
- Angela French also left her credit card here, we do have it, it's in the safe, She said she would be here tomorrow to pick it up
- Carter Hahnselle called asking if there is a table that can accommodate 10 people for the drag brunch. Him and his friends would all like to sit together. I slacked Ashleigh and Ashley about this. Ashley Sarris said that she would reach out to speak to him
- Maria Maginnis with InNOLA events & design wondering if there is an area for the bride to get dressed and ready in. her number is 504 520-0453 I gave her Sarah's contact info
- I organized the radio headset drawer. I did put a few items (chords, charging blocks etc.) that are not for the radios in the "electronics random parts and pieces box". **Any extra radio parts are in the box labeled "Radio (Random pieces and Parts)" in the room with the curtain**
- Set up new member Tiana Watts, Stevona Elem-Rogers, gave them latch access, the welcome packet & the schpiel
- We need an updated Libations menu. The one we have now is not properly formatted with fonts, styling etc.
- Ben Miller who is not a member who is working on the building photoshoot next week will be coming for Happy Hour at 5.

August 24, 2024

- Draft sheets for Time Adjustments/Unable to clock in available in google drive and document folder in the printer room.
- Threw away one of the wires for the radio that was not working, we tested it to see which part was broken. It's was the wire with the button to speak.
- Cake in fridge for Andrew Lafont group.

- Two members have asked about the front door access key to Memoir. They say it is not working and it says “disabled” . I emailed Sarah to see what's wrong but she is out of town. I think they key settings itself has changed
- Christopher Neel has the latch key card. His ID is in the left side drawer
- Angela French came to get her Credit card
- Deanne Deason called about items from the Saint game that someone from their party left and left their number 5043132994 in case someone comes looking for the items.
- **Edward Trent** is not allowed in the club and is potentially dangerous so get a manager if he comes in to be escorted. WALL OF SHAME!!! :(
- Refer to slack for picture.

August 25, 2024

- Informed by a member that some lockers in the locker room were unable to be used because they were left unlocked with previous members code. I wasn't able to reset the code. So for the moment I use the master key to at least close the doors.
- Elevator one out of order, womens stall in lobby social hall level restrooms out of order, one womens stall in gym restroom out of order.
- Extra copies of room reservations printed (Carrel One, Carrel Two, Conference Room, Radio Check in/out)
- Currently a ceiling leak in the gym wet floor signs and towels were placed down last night messages from Sarah in slack to contact maintenance.
- Sanitized organized headset pieces
- Memoir Hotel Guests have access to Common House Amenities
- The members Djuana Brown and Reena John are unable to use their Latch and I slacked Sarah about it.
- Updated Goings On printed and in the desk
- Latch seems to be having a glitch
- Piece of the sink in the women's bathroom came off and I left it in the concierge closet.

August 26, 2024

- Out of cardstock paper. Note added to slack
- Posters and clipboards swapped out for the new week.
- New batteries needed for the safe (4 AA batteries) . Low battery light appears each time it's open. Note added to slack.
- Common House is closed on Labor Day September 2, 2024
- Large Furniture Delivery for Common House
- Some tables were delivered to Memoir but they are for Common House. Memoir informed us that the tables are currently in the bike room.
- Barre3 9/18 - Time Change- current RSVP's have been notified of the time change through email.
- Email note from Abby Sinnard : Ashley and Concierge, we have another Chatt member, Melissa Rodriguez, coming down to visit you all September 24th-28th!
- 12 noon reservations were added in seven rooms for each day that member will be visiting us.
- Better system needed for package delivery (package log)
- Amy Dailey wanted to pick up her packet but was in a rush. I did attempt to help her get set up with latch but said she needed to get on a conference call and that they wouldn't be here past

opening hours. She also mentioned that Connor Jacobs would need his welcome packet when he comes in. He was given his welcome packet but due to Amy Dailey nothing was explained to him. If either member comes to the concierge desk for latch just let them know to download the app. The invite that was sent out to the emails they have on their accounts.

- Package log created. The binder is located in the printer room. It can be found hanging on the wall. Please use it, it will help keep track of what's been delivered and picked up.
- Sayonara Davis was having trouble accessing The Common House App for the first time. I RSVP'd two tickets for the mixer on her behalf. The technical issue was passed on to Raquel who forwarded it to Dagny.
- One elevator is reserved for a Memoir Tenant moving in.
- Invoices scanned and emailed to craft table
- Email sent to Sayonara Davis requesting a screenshot of the error message she is getting when attempting to login. When the member responds, forward the screenshot to Dagny Dye for further assistance.

August 27, 2024

- Chef is expecting his wife and a friend at 1:30 for the pool - Camile cook, Emily Pillington,
- Evan Ciarloni 662 809 3826 ,wants to speak with someone about his membership, he said he was expecting someone to return his call but no one has - I let Raquel know
- Dagny created and sent over some documentation on how to reserve a room for multiple hours at a time in people vine.
https://commonhouse1.slack.com/files/UP9J2N6R4/F07JMEHH6SH/carrel_and_conference_room_reservations_on_peoplevine.pdf
- Leora Madden - When we scan her QR code it gives us an error message, when we type in her name it's fine. We chatted and we think it's because something was changed with how she is billed for her membership
- Leora Madden is going to book the conference room for the 17 th, 18th and 19th. She is going to have 4 guests.
- Printed and cut menus for oyster tastings
- Replied to emails regarding the clothing brand Queen of Sparkles wanting to do a photoshoot. Forwarded to ashleigh, they are curious about a fee for photoshoots
- On Thursday we have a member wanting to use the conference room - we **need** to put a white board in there for thursday - ok to take one from the server station or Buy one
- Sydney with where ya at magazine called - gave her Graysons number. She wanted to speak about an article that we are going to be featured in. her number is 504 478 9395
- Michael Sacknoff is wondering if there are any perks for referring to a member. I was not sure of the answer so I told him i would let him know when i had more information
- Guest of Chef are coming around 4-4:30 to the rooftop - Justin Koontz and Tori
- Jessica Taylor and Riley Goodman are visiting. They're here for the photoshoot and will be in town until Friday

August 28, 2024

- Made reservations for Lenora for the conference room and emailed her the receipts
- Photo shoot happened in the AM
- Printed menus for the wine tasting
- Emailed members who were waitlisted for the salsa class that a ticket was purchased for them.
- A lana called wanting to get into a tour today, going to try to coordinate with raquel to get her into a tour.
- Did some modeling. teehee
- Someone called asking if we have a printer for members (good idea - could be another way to get \$\$ if it pay to print)
- Someone gave us feedback that the pool water is dirty
- 2 members purchased wine from the tasting but asked to leave it at the concierge. The wine is in the closet and has the ticket with the name stapled to the bag.
- Member Christopher Alfieri needs a copy of an old receipt. He said it was a party of 3 at dinner from Aug.2nd. The only check I see that matches the description is from Aug.16th. If you have to give him a call to verify that would be great. Or I'll do it when I come in tomorrow
- All members were double checked in today and everyone who attended the event was checked in. Anyone in attendance that wasn't checked in didn't come to the desk to notify us

August 29, 2024

- Morning photoshoot for Common House in the social hall.
- BEO unavailable for today's event. A screenshot of the calendar details were printed from Tripleseat for reference.
- Coffee menus and Club menus printed for study hall.
- Extra copies of Libations menus printed and placed in the file folder.
- Danielle deruiter-williams, club member D-20894, cell phone number 1 310-242-1779 says that she just checked her account and noticed that she has not received any discounts for parking for the entire month of August. I did explain to her that in order to get the discount for parking the QR code must be scanned at the concierge desk. She said that she has been scanning the discount qr code but was not receiving the discount.
- David Newsome visiting from the Charlottesville Common House.
- Wifi information printed for study hall
- The Green Room and Bridge Room can be booked through Seven rooms. Unable to book in People Vine.
- Signage printed for the Member mixer and placed in front of the entrance of the Remy room.
- Chris Alfieri called, requesting receipt from August 10, in the amount of \$161.92. His contact information was passed on to Lindsey, receipt was located and emailed and texted to Chris.
- Goings on Poster delivered, Grayson notified through slack, poster and invoice placed on shelf next to printer.

August 30, 2024

- John Guarnier, contact info - jg@ma.com, 5042206481 - is looking to use the space on October 11 for 14 people. He called to book a tour and they would like to have drinks/possibly eat afterwards. He works for an architectural firm and they do something called "beautiful spaces" (not exactly sure what that entails) . I'm passing on this message to Raquel. And giving John her email as well
- More photoshoot activity going on this morning and setting up for the wedding on sunday.
- Jarrett Reed called to see if his credit card was here. We have it and it looks like his tab is open still (see sticky note attached to card)
- Marigny with Adore magazine brought some magazines that we are featured in to us to put around in the house or take home
- **Julian Gonzales - non member guest is coming in today, has been approved by Ashleigh/Management (check in as NMG) - he had some sort of arrangement with raquel for a one month membership. Raquel is out of town, we are waiting on more info about how he will be paying for the month and getting added to our system. He checked in and I gave him temporary Latch access through the app during his time.**
- There is photography equipment that is going to be packaged and sent back - UPS is going to pick it up.
- **Lana Williams applied for membership and is going to be coming in today at some point - her application is still pending approval but her entry into the club was approved by sarah.**
- Joseph Luchenta, a member here was charged \$6.47 - he needs to be refunded, he called to say he was charged accidentally. - he was refunded & granted a beverage voucher
- There are bags of wine in the closet, they have a ticket on the side - these are for members who purchased wine at the orange wine tasting.
- There are two packages in the printer room scheduled to be picked up between 9am- 4pm make sure these get handed over. This is camera equipment that needs to be returned
- I created a Latch keycard log to keep track of who has them and when they were checked out so if they get lost.

• August 31, 2024

- Tablet left unplugged overnight. Dead battery at time of opening.
- "Reserved for Wedding Party" signs printed.
- Latch invite sent to new member Lynn Brown.
- Sade Dumas will stop by to pick up her red compact umbrella. - she picked it up
- CC added on file for member Shannon Harknett.
- David Newsome visiting from Common House Charlottesville
- Tracy Venezia, friend of Ben Psfinsgraff will be visiting New Orleans this weekend with friends. Ben sent an email as a heads up in case she decides to stop by Common House. If and when she arrives, notify the house.
- Shelf display behind the concierge: dusted/cleaned.

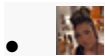
- 2:00p.m. UPS hasn't stopped by yet to pick up package- They picked up the packages around 5/6
- Reserved sign placed in front of the Green room entrance.
- Julian Gonzales - Had to stop him as he was going up the ramp into the restaurant. He didn't stop at the concierge desk to check in. I had to catch up with him and step in front of him to get his attention and bring him back to the concierge desk to explain the check-in process. He is aware that he needs to stop at the concierge desk before going into the space.
- Priam Hector - new resident of memoir, he is not set up in the system yet, I notified Ashleigh that we need to iron out how exactly the memoir/common house onboarding process works, so that concierge knows how to help new memoir members become common house members. I also let the Memoir concierge know that they need to be added.
- Nathan Braud memoir latch key not working
- Had two people come in and say there are short term rentals at memoir. Did not receive any notice from memoir or CH
- Scanned invoices & emailed
- The elevators/Latch access have been faulty and a new member Victor Onuoha got stuck in the elevator.

* THE DAILY *

SEPTEMBER

• September 1, 2024

- Placed "Reserved for wedding party" sign in front of both entrances of Lilly Hall and Green room
- Out of tea light candles. Note added to slack in #needtoorder
- Copied from Blaine in Slack



• **Chanelle**

- Current Memoir Guest in House:
- Ergun Sahin
- Chardasia Howell
- Dennis Van Der Heijden
- Peter Piatetsky/

- Members of the wedding party are here to set up. Along with Crybaby Florals. Arrived ten minutes before opening so I went ahead and let them in.
- Elizabeth Allain wasn't aware that she needed to stop and check in each time she entered Common House. She is now aware.
- Ezra Pettis Jr. party of three dined in for brunch and left out of Common House with a champagne glass. Used the Memoir exit and walked around to get to their vehicle.

- Goings On received through slack from Grayson and printed
- Large Goings On poster for next week is posted.

September 3, 2024

- Maintenance workers came in to fix the lighting and switches issue, they said it's a different person who needs to fix it so we will need to reach out to the right people to get it resolved
- **Isabella Snow** (memoir resident) her info has been put into the system but it looks like her application has not been completed. - possibly because raquel is ooo? Not sure
- Organized radio wires - they are starting to be consistently messy when I come in for the morning. I have also noticed someone is detaching the clear curly part of the wires. People should not keep these or detach them every time they come in/leave
 - One solution could be for the concierge to take the wires, not just the radio when people are leaving. This way we can collect every part of the radio system & ask for the clear wire back if need be. This will also allow us to neatly coil the wires and place them back in the drawer. If implemented we should let staff know to hand over the radio & the wire going forward.
 - TLDR: The issue with people disconnecting the clear part is that when the next person comes in and pulls out a wire that has no clear part they pick through all the other wires, uncoiling them, to try to find one with a clear part and eventually the drawer becomes a mess. The other issue is that if these parts go missing there is no way to hold anyone accountable.
- **Tyren Snyder Account not in good standing.** He checked in and it looks like his last membership payment did not process. I let Jaina know
- Placed order for the following

Your order on behalf of Common House (Common House) has been placed

Confirmation will be sent to your email.

Shipping to Common House New Orleans, 420 JULIA ST, NEW ORLEANS, LA, 70130-3606, United States

Tomorrow, Sept. 4 Estimated delivery	
Sept. 6 - Sept. 10 Estimated delivery	
Sept. 10 - Sept. 12 Estimated delivery	

[Review or edit your recent orders >](#)

- Created a sheet called "Expected non member Guests/Approved Visitors/Memoir Guests" to help concierge compile all of the names of approved non members/memoir guests. There is also a place to write the latch card number if one is given to them.

- Emailed individuals who purchased wine at the orange wine tasting to pick up their orders, one of them seems to be a non member.
- **Prince Hector** is a memoir resident who still needs to be added into our system
- We received a package for the children's museum, however it is addressed to this location - it is in the printer room, I (Carlie) can call them tomorrow and let them know
- Blake Ekhart emailed us saying the invoice he received is incorrect - see email, forwarded to **Ashleigh Oqueli**
- Carlos Ramirez with southern Glazers came in to say hello, he is doing an event on the 11th

September 4, 2024

- The radio drawer is looking good
- Got a delivery for ear buds, tape, and label maker refills
- Plant people came by to take care of the plants.
- Got some mail - placed in the paper rack in printer room
- Reservation for Luticia (Tish) Spearman – a member of the Chattanooga Common House (member # 98173). Expect her in the house on October 28th - to dine and co-work.
- Jax Goman has a latch key card, she gave us a debit card in exchange. It is in the drawer. Note: her membership is still pending approval, Sarah did give the okay to let in people who have fully applied but are still awaiting approval
- Signage for the the sound bath at 7 is printed and in the printer room (in the paper holder on the wall)
 - **Keyley Mable** had a bad fall at the front door. We need a safety protocol for when it rains because that tile is no joke. Another member slipped while checking in but the desk broke his fall.
- The sound bath was a success, as per usual

September 5, 2024

- Contacted the Louisiana Children's Museum spoke with the receptionist. Informed them that we had a package delivered for Evan Broussard. She said she will pass the message on to Evan.
- Evan Broussard called back to inform that he will stop by sometime today or tomorrow to pick up the package delivered under his name. Verify ID for package pick up.
- Four boxes delivered for Deja Little (Gillead Sciences), added to the delivery log, placed in the concierge closet with BEO attached to it. Called Deja and confirmed the packages were delivered for her event.
- Letter delivery Taylor Muiz placed in safe.
- received an email from Kasie Murphy letting us know that Common House Richmond member Shelby Moore will be visiting us Sept 11-14 to celebrate her 30th birthday. Added to slack #neworleansteam
- Wet floor signs printed and placed at the main entrance.

- Radio Check in/out list updated with new staff members Adam Noller, Michael
- Re labeled any radios with missing numbers
- Latch access provided for new staff member Michael Jones. mwjj12@gmail.com
- Member feedback "phone booth doors are not as easy to fully close from the inside. Second handle installed on the inside would be helpful.
- Renata Granger may be interested in booking the conference room for September 26, 2024. Will notify once a decision has been made.
- Evan Broussard came by to pick up the package delivered to him. ID verified. He works for the Louisiana Children's Museum but the package was delivered to us instead of the new location.
Rooftop bar closed for today.
- Cleaned up our main closet
- Virginia Member Shelby Moore and her guest have been added to all events for her visit here

- September 6, 2024

- Remember to place lost and found cc/debit in safe. They were left out sitting on top of the safe. Unsure of how long.
- James Zozula B81913. From Common House Richmond He is in town this weekend for his Bachelor Party. I mentioned DJ Antwigadee would be playing this evening if he wanted to stop by this evening when his friends arrive in town.
- Tyren Snyder called to update his dinner reservation from 4people to 5 people.
- Contacted Deja to inform her that 16 packages were delivered today. For the Gilead Sciences Event. She now has a total of 20 packages stored. 4 packages delivered yesterday. 16 packages currently stored in the control room next to the concierge desk. 4 packages are in the closet at the concierge desk. BEO is attached to the packages.
- Label reminder placed on door for the radios " make sure radio is turned off and plugged in"
- Scott Head, memoir guest and also friend of Ben came in to visit the Common House location for the weekend. He has two 12 year old daughters and is visiting from the Charlottesville Common House. He understands that it is a 21 and up social club but he also received the ok from Ben and provided proof of the message. Sarah came to the concierge and explained the policy. "Since they are guests of memoir it does give them access to the rooftop since it is an amenity of memoir. They were given the ok to dine in for lunch in the restaurant and the house was informed. They were also informed that there may have been a bit of a misunderstanding but anyone under the age of 21 is not actually allowed in Common House.
- Saints Sunday drink special menus are printed and attached the BEO for Sunday placed in concierge drawer underneath alligator skull
- Leftover stock paper after cutting new menus. Used for Wifi stamps.

3:00pm

- Printed and cut the "Game Day" Menus they are in the paper rack in the printer room
- We are missing a black soap pump in the large womens bathroom

- September 7, 2024

- Julian Gonzales (Monthly member) checked in with 2 guests
- Melissa Burbank checked in and went into the green room and closed the door. I walked over knocked on the door and unfortunately had her camera pointed directly at me as she was recording. I asked if she had a reservation for the green room and she did not. I explained the process of reserving the room directly with us along with the price of \$25 an hour and if a private event is booked in Lily and Remy, the green room comes with it. But the green room is not available for members to walk in and occupy. I also explained that if she needed privacy for a phone or video call, we do have the carrel rooms available. She explained that she wanted to test out the sound and lighting in the room for a possible future reservation. After speaking with her I did tell her if she just wants to test out the sound and lighting only going to be in there for a short time then it is ok. She came in at 10:10 am.
- Credit card found outside for Lisa Carey and brought over by Memoir concierge. She is a member here. I gave her a call and left a voice message letting her know we have it here in the safe whenever she is ready to pick it up.
- Melissa Burbank decided to reserve the green this afternoon to shoot background content for her class. We are not able to make an official reservation in the system on the weekend for any of the rooms. I just noticed that today. But the ok was given from management to go ahead and make a reserved sign to place in the room for Melissa from 1-4 pm. She also wanted to reserve the green room for tomorrow as well but she was informed that wouldn't be possible with the Saints game event going on.
- Julian Gonzales RSVP'd for three people for the Saints Event.
- Ashley Sarris was able to RSVP 5 people for the Saints Event for member Crystal Young. Ashley also gave the ok for members to bring more people if they want since the Saints event is open policy. Members will still need to provide the name for each guest they bring.
- Lisa Carey stopped by to pick up her Credit Card.
- Temporary Green Room Reservation sheet printed and placed in the Green Room. A draft was sent to Grayson and I asked if he could create a permanent reservation sheet that we can use everyday.
- Extra game day food menus printed and placed with game day drink special menus.
- All game day food and drink menus and BEO located in the paper rack in the printer room.
- Lauren Gonzales, the mom of Julian Gonzales, lost her blue visa chase card. We checked the lobby and gym area but did not see it anywhere. Mr and Mrs Gonzales came back to double check the areas that they were in and were not able to locate the card.
- Printed drink special signs for tomorrow. They are in the printer room in the paper holder on the wall.
- Printed sign to "please ask concierge to be seated" in the restaurant
- A lot of passers-by came in to ask "what is this place" because of the art walk. There were two instances where I was telling a group of non members about common house and non members were able to sneak by me. We had to approach them and tell them its members only
- Member Laura Sexton is unable to log into latch, tried to help her trouble shoot the issue but could not figure it out. Asked Jaina to delete the account and re add it. The issue was that the member forgot the password and the reset password link would not send.
- Everyone was marked as left in 7 rooms

- September 8, 2024

- Saints Event from 11-3pm today, all signage and menus are in the printer room in the paper holder on the wall. Weather should be decent for tomorrow with only 6% chance of rain. This has been your weather forecast by Carlie D.
- The staircase door is propped open at the rooftop bar. This explains why pending members are getting up to the rooftop without having any latch access and before Common House Opens
- The kitchen staff informed me that they use a different earpiece for their headsets. This provided an explanation/understanding of why so many microphones and earpieces are placed in the drawer and separated. I did let Chef Matt know that it is ok to keep some of the headsets in the kitchen to save time in the future of having to search and re attach earpieces.
- Radio 3 is out of order
- Game day food and drink menus will be used for every game day. Extra menus will be printed in advance and placed in a new file folder ready to use.
- Goings On document received from Grayson. Printed and ready to hang Monday morning

- September 9, 2024

- Neil Turner has a Conference room reservation today from 12- 3 pm payment was processed this morning at 8:21 am.
- Goings On for new week are post on wall and clipboards
- Courtney Williams new member is set up with Common House app and Latch app.
- Email response to Annie Clauss
- Hello,
- We do have the private dining room available for Tuesday, Sept 17. The reservation fee is \$25hr. Since Kristen Augustine is the member, we would need to book the reservation under their name. The room fits 8 people comfortably. We can add two more seats but just wanted to let you know in advance that it may be a tight fit. I also wanted to ask what time would you like to book the private dining room for? Would regular menu items be ordered or did you need to speak with someone about specific menu items?
-
- Thanks
- Waiting for them to respond before actually booking the space.
- Sophie Klein and additional guests have an event booked at Common House. Guests were given the ok to come in and visit the space on October 11, 2024. Reservation is booked in seven rooms under NMG Archive and the name is added in the reservation notes.
- Radio Check in/out list updated
- Employee Time adjustment/unable to clock sheet updated
- Member donated candy "Airheads" to the concierge desk. Placed in the Snackle box
- Sonato request approved: make not of Robert Gibson + 3 guests arrival to visit Common House New Orleans September 26th 11:30a

- Reservation is now in seven rooms "NMG Archive" guest name Robert Gibson is in the reservation notes. Reserved for September 26, 2024 11:30 am
- Yaa (Gilead Science) is here to begin getting things set up for the Gilead Science event on tomorrow evening Sept 10. She has signed for all of the packages delivered and I helped her move packages over to Lilli Room.
- 6pm cocktail hour book on Sept 17, 2024 for 11 people in seven rooms under member name Kristen Augustine. Approved by Nick
- 7pm dinner in Private dining room booked on Sept 17, 2024 for 11 people in seven rooms under member name Kristen Augustine. Approved by Nick
- Journea Armant new members arrived to view the space.

- September 10, 2024

- Cedrick is working on Closing up the blue shutters around the building
- House closes at 5 with the exception of the Gilead event. Closed thursday with the
- Tables and chairs were delivered to the event spaces at 10:30
- A maintenance guy came to work on the fitness equipment, he said they are fixed, the treadmill with the broken screen just needs batteries installed in the back.
- Meghan Langley and Nicole de la Fuente came to pick up their debit cards.
- A box of black folders could not be located for the gilead event, they would like us to let them know if they are ever found
- Gilliad had me print 80 pages of something for the event for them
- Member Blake Eckhert says there is an issue with a recent invoice on his account, I slacked Blaine Seruntine about the issue.
- Canceled tickets for people who emailed saying they could not attend the rescheduled events
- **Johnathan Foulk is a Sonata member and will be using the club september 13-15**
- **Shanelle from memoir looking for a package from crate&barrel. Would be addressed to shanelle**
- **Printed 10 copies of a 90 page slide :0**

- September 11, 2024

Hurricane Francine

September 12, 2024

- The Green Project canceled
- Drop by: Italian Wines canceled
- Bryan A Dyess was notified by phone that we have his credit card in the safe available whenever he would like to pick it up.

- Day passes available for \$25 for those with power outages due to Hurricane Francine.
- Confirmed Lutisha Spearman (CH Chattanooga) visiting CH New Orleans and has reservation in seven rooms.
- Julian Gonzales is now able to check in through people vine
- Email invites sent out to all men for the singles mixer. Confirmed with Ashley Sarris that the email was sent out.

September 13, 2024

- Delivery for meats came at 7:35
- To go order was placed over the concierge desk on the phone
- IT'S FRIDAY THE 13th OMG (Spooky)
- No events today
- We are expecting non member today approved by Raquell
 - Mitch Wells
- Jonathan Foulk Sonata member is visiting from the 13-15th
- Timothy came in for an interview with Nick Karel
- Darren with Urban Earth called to see if we found any table linen that was left behind at an event here. - it is purple and green iridescent linen if found his number is 504-606-4761
- Printer is not working - any printed items will need to be outsourced
- A member mentioned that we should get Shampoo/conditioner/body wash dispensers put in the showers
- Made a reservation for Jasmin Edmonds Simons at the indoor rooftop area for Wednesday the 18th at 10-11:30 for 7 people. We are to push tables together in order to seat 7 people. For context, she originally wanted to book the conference room but it was already booked for this time. Sarah said it would be okay to let them use the space upstairs as it is not usually busy on the weekday in the AM.
- Talked with HP on the phone - we should expect a call in the next 2 days from HP to schedule a technician to come and fix our printer. All emails from HP are legit. PLEASE MAKE SURE THIS TECHNICIAN APPOINTMENT GETS SCHEDULE

- September 14, 2024

- Cleaned and sanitized headsets
- David Wawrose picked up his credit card from lost and found when he checked in to Common House.
- Jonathan Foulk visited today Sonata app/ Edison House Member. Latch key card was turned in.

- The partner of the Singles Mixer The Connect invited non member guests. The non member guests were given a flier from The Connect and will need to show it when they arrive at the concierge desk. Ashley Sarris sent an example on Slack.
- All Gilead boxes left over after the event were moved to the utility closet and they are picked up.
- Member Angela French will be coming to the pool with a guest. She will also give a paper key to a friend so that she can bring an additional 2 people (a person with a paper key pass is allowed to bring a guest) - Checked with Sarah Haviland (just adding this here so that her check in goes smoothly)
- Singles Mixer and DJ spinelli event happening. The check in process was a little bit hectic because people tend to come all at once in waves, & our computer mouse died and the Ipad was on 8% at the same time LOL
- We got a box of gloves at the concierge desk so we can use those when we change the trash in the restrooms. 🦠
- I checked in individuals who came in with a flier as "NMG" (non member Guests)
- I started marking people as "Left" at 11pm because tiz a long list tonight & wanted to get ahead of it
- No call from HP yet about scheduling a technician
- It might be a good idea to have a slightly larger trash receptacle inside of the individual stalls in the restroom. Tonight when I did a bathroom check, I noticed a lot of trash inside the stalls on the floor in the women's restroom. It might be because these small cans fill up so quickly. Larger trash cans would help us keep things neater inside of the individual stalls. Maybe something similar to the yellow bucket trash cans but with a lid since it's for sanitary items?

- September 15, 2024

- Game Day!!
- Dutch Connick lost American Express card last night. He mentioned it is an all white card.
- Noel Chaca placed a food order over the phone, breakfast burrito and side of eggs. Member picked up food
- We are able to make photocopies on the printer. We are not able to print from computers.
- I slacked Grayson to let him know we have not received the Goings On Poster for next week. As well as not being able to print the Goings On for the clipboard.
- Sayonara Davis came in at 4:30, when she was reminded that it was last call, she said "I know, that's why I'm trying to get in here, DAMN!" towards the concierge, Mariana and was politely asked to not cuss at employees.

September 16 2024

- Latch setup for Jonathan Smith
- First time visit for Jay Jayakrishnan received his welcome packet
- New welcome packets were made today. Informed Sarah that we are running low on envelopes.
- HP Technician arrived at 9:55 am to work on the printer
- Bathing suit found in womens shower. Placed in a clear trash bag and located in lost and found.

- Renata Granger called and rescheduled her Conference room booking 1-2pm to 1:45-2:45 pm
- Grayson delivered clipboard copies of the Goings On and the large poster is expected to be delivered today. Hang on the wall when it arrives.
- Printer is working at 100%
 - Recommended to restart the computer once a week to prevent printer jobs from jamming the printer system.
 - Regular copy paper needed, added to #need-to-order in slack
 - New cyan printer cartridge is needed. HP Tech informed me it was most likely damaged from using cardstock that was too thick for the printer. The current cardstock is fine. I believe the cartridge damage was coming from the previous cardstock that we used during July and early August. It was very thick and would never print more than five pages without jamming.
 - Only print cardstock from tray one (the tray that folds down) the current cardstock will not damage the cartridges but paper jams will occur if placed in tray 2 (bottom paper tray)
 - Current cardstock brand and size is Neenah Cardstock/ 90 lbs./163 g/m2/ 8.5 x 11/ 21.62 M/Wt
- Goings On poster delivered today
- Christopher Alfieri Conference Room Booking duration is actually 6:30 - 9 pm for September 17, 2024. Peoplevine doesn't allow it to be booked past 7 pm. Reservation approved by management. No charge for conference room. Guests will be ordering from the regular menu.
- Payment processed for Renata Granger conference room booking. 1 hr \$25
- BEO's for upcoming events printed and given to back of house

September 17, 2024

- Green room reservation sheet placed in the Green room for tomorrow's comedy tour. 5:30-10 pm
- Renata Granger noticed a booking error on her Common House account. The conference room was booked and charged on September 9, 2024 but reserved for September 26, 2024. The reservation was able to be canceled and refunded. She was given a copy of the receipt. Not sure if it was a system error. Member was interested in making a booking today for the green room. Due to the charging error, I reserved the member for the green room today but will not charge her.
- Orleans Coffee delivered ground coffee in error last week. The order was supposed to be whole beans. When the new delivery was made yesterday, they did not pick up the ground coffee. When coffee delivery arrives next week, be sure to give them the ground coffee bags located on the top shelf in the printer room.
- Thomas Valentine visiting from the Common House Charlottesville.
- There are some outside guests using the names of other members to get checked in. Mr. Sloss came in and was also here to meet Mr. Valentine, a member visiting from Common House Charlottesville. When Mr. Sloss gave his last name, the only name that came up was Amanda Sloss. The only reason I allowed him to enter the space is because Thomas Valentine is a Common House member. The problem is Mr. Sloss was basically pretending to be a member to get checked in. I experienced this a few weeks ago with a member named Ezra Pettis Jr. (also the woman that exited out of Memoir entrance with our Champagne Glass.)

- I did speak with Nick to ask about what the SOP would be for guests using their partners name to get checked in and/or giving the name of someone that they know is a member. Making sure that we have each person show their QR Codes to get scanned minimizes the issue. What I'm also realizing is the possibility of members sharing screenshots of their QR codes to give other guests access to check in under their names. If we are able to get members to add pictures to their profiles it will definitely prevent the issue.
- Renata Granger canceled her green room booking. Her conference was push back to a time frame that wasn't available in the Green room.
- Jasmin Edmonds Simons booked the green room today from 3 pm to 4pm. 4 ppl. Iced water pitcher and glasses delivered to room
- 4pm to 5 pm times slot reserved for Marcus (Memoir resident wanted to show art)
- Gilead rep came to pick up remaining boxes from the event.
- Someone came for the
- Not able to scan invoices from Blaine that were dropped off - cannot get the HP software to connect to the printer. I placed the two invoices in the invoice box
- Package was delivered - looks like a computer monitor or TV
- Party of 11 for kristen arrived
- Chris alferie came for his reservation

September 18 2024

- reservation for Jasmin Edmonds Simons at the indoor rooftop area for Wednesday the 18th at 10-11:30 for 7 people. We are to push tables together in order to seat 7 people. For context, she originally wanted to book the conference room but it was already booked for this time. Sarah said it would be okay to let them use the space upstairs as it is not usually busy on the weekday in the AM.
- Meeting for Leora Madden in the conference room started at 9:00 am
- Need Toilet paper for the house - Nick said it was ordered but didn't come in
- Someone keeps taking off their ear bud and putting it in the drawer where the radio clips go. It's not in a container or anything, just loose, chilling in the drawer. It's lcky. We even created a designated spot for earbuds for those who want to leave them at work, so I'm not sure why that is happening consistently. We probably need to retrain everyone on the radios.
- Events today:
 - We have the Phelps Tasting at 1:00 pm
 - Paradise Park Happy hour at 3:00pm
 - Green Project Happy Hour at 4:00pm
 - Stormy Daniels private event happening at 6 PM
 - Trivia with Josh at 7:00Pm
- Ian McIntosh has our latch key & we have his luggage
- Kasey came in for an interview
- Chris Alferi called because his friend left his debit card - we have it they will be back to pick it up. Chris also Mentioned he and his guests were very happy about the service in the conference room yesterday, his guests were impressed and he said it was great.
- Printed and Cut the Trivia card for tonight - they are on the desk w the BEO

- Elizabeth Bordelon and three guests are meeting sarah in the restaurant for a tasting for a future event
- MASON Walsh - ipad left behind - he called about it, most likely coming in tomorrow - it is located in the safe.
- Donation envelope is in the safe - see slack messages.

September 19, 2024

- Events today:
 - Tulane Innovation Institute Event 5pm
 - Friends of Lafitte Greenway 5:30 pm
 - Social : Private Dining Room 6:00 pm
 - Live Music: Jean Paul Brion 6:30 pm
- Signage printed for Tulane Innovation Institute, Friends of Lafitte Greenway, and Private Dining Room
- Artwork was picked up for the Green Project Happy
- Lost wallet Marcus (CH Employee) if found let him know.
- Eye glass lens found this morning before opening on floor leading into coworking space placed in lost and found box
- Wayne Clark Non-Member purchased day pass \$25 signed in on list and checked in as NMG ARCHIVE
- Sonato visit requests approved for
 - Pordi Jonsdottir/Sept 21, 2024/ 4 pm/ 3ppl
 - Meg Murray/ October 25, 2024/ 11:00 am/ 4ppl
 - Both reservations are now in seven rooms
- Vendor arrived to place the door to the bar entrance.
- 27 welcome packet envelopes were stamped with the "Common House Welcome Packet" Stamp
- John Lee, unable to check in waiting for membership to be updated. Signed in on list
- 27 new welcome packets put together.
- Rolled pool towels and restocked shelves.
- There was some type of radio glitch earlier today. Multiple radios went offline at the same time. Only lasted a few minutes and started working again.
- Representative for Manicure magazine was recommended to come over to do a cover story. A manager was located to speak with her.

September 20, 2024

- Robin Barnes picked up her credit card. It was in the safe
- Lost and found: Gold hair clip found in second restroom near coworking space.
- Denna Causey, guest of Meghan Langley, arrived to use her day pass. When the second guest arrives, Denna will provide a second day pass.
- Michelle Sartor, guest of Denna Causey, arrived and used the day pass.
- Aj Capital is here to measure medallion tiles to be placed at the rooftop bar.
- Radio Audit:
 - Radios: 21
 - Belt Clips: 25
 - earpiece/mic: 18 working 3 not working
- Saints game day menu will be changing.
- Day Pass processing

- On the day pass: write the name of the guest along with the name of the person that gave them the day pass. Write down the members email address
- On the computer (non-member form) add in the same information written on Day pass.
- Do not throw the pay keys/ day passes away we will store these until Raquel has had the opportunity to follow up with the guests
- New Posters delivered today for the Common House Artist Panel. There are four posters for the event each poster shows the work of a different artist. Grayson requested that we swap out the poster each day leading up to the event. They are located in the printer room along with next week's Goings On.
- Confirmed with Leora Madden that she did not need the conference room booked today. Some of her guests did return today for a regular visit with Leora. Peoplevine room reservation canceled at no charge.
- Happy hour menus printed and cut
- Incorrect invoice was delivered with poster order. Documart emailed the correct invoice to Conciernola@commonhouse.com and it was forwarded over to Grayson in Slack.
- Beth Burris called to add a guest rsvp for Salsa fit. She is aware that the additional guest is a \$10 charge and ok with charging card on her account.
- Checked people in for the Salsa Fit
- Fallon Lanusse left her cellphone, She will be back to pick it up in the morning or later tonight, It is in the safe
-

September 21, 2024

- Sonato visit: Pordi Jonsdottir/Sept 21, 2024/ 4 pm/ 3ppl
- Pest control stopped by
- Artist panel poster swapped out on board
- Sherin Dawud told her guest that it was ok to bring children into the club. The subject was addressed at the concierge desk. They mentioned it was going to be a quick meeting and that they would just be sitting in the front area of the social hall.. Sherin was given permission this one time. But she is aware that this is a 21 and up club and no kids are allowed. Just in case this does happen again.
- A member is leaving their gift bag here overnight, they will be here tomorrow during the saints sunday to get it
- All but one party checked in for the community table. It was a tad weird because the event started at 7, but no one is to be seated until 7:30. I know the purpose of that is for the group to mingle and have cocktails but they were not mingling. Maybe next time we can direct them to a specific area in the social hall & have a server serving drinks so that they intermingle.
- About 3 groups came in wanting to sit at the bar and grab a drink. Two couples and then a group of 4. Do we have a policy for being flexible about non members sitting at the bar when the bar is slow?
- An apple watch was turned into concierge, it is in the safe as it is a more valuable item.
- A couple of our radios are starting to not work as well.

September 22

- A couple with a British accent will be here to pick up a gift bag they left here yesterday. It is in the room with the thermostat & music controls
- Sign printed for the rooftop bar. "Bar closed until further notice" water unavailable from 3 to 5 floor

- Ravi Bates called to cancel his 3 RSVP tickets for Saints GameDay
- Multiple headset cords not working. I believe this is continuing from yesterday.

September 23, 2024

- Order delivered for copy paper, bandaids, tylenol
- More trouble with radio wire connections not working.
- Radio twelve found sitting in the window of the rooftop bar. Powered on all night.
- Contractors inhouse to change out light medallions.
- Door attached to the concierge desk keeps falling off the hinges after previous repairs.
- Tylenol is for employees only. Do not give out to members.
- First aid kit restocked. Extra bandaid and tylenol is located on shelf with pool towels
- Fallon Lanusse is aware of the no dog policy.
- Graham Williams may be interested in booking the conference room and bridge room for Oct 2. Both rooms currently have open availability for that date.
- We have a birthday poster and framed poster for Moniques 60th birthday party (Courtney Cola Birthday) not sure if someone was going to pick it up. Pass details on to Ashley O.
- New member discovered just by playing around on the app that they are able to checkin through peoplevine without being here in person.
- Fancy Faces Decor dropped off items for tonight's event CMGL Reception
- Sound Source is here to drop off and set up for tonight's event CMGL Reception
- Sarah Coleman arrived for setting up the event space for the CMGL Reception
- Tyrell Shaw here with a film/photography crew. Management is aware.
- Fences Faces Decor was given permission by management to store boxes in the room next to the concierge desk until the event is over.
- Holly Valenti, potential member. Lunch reservation booked in seven rooms by request from Raquel. Sept 24, 2024, 2pm. 6ppl.

these people will be attending with her

- Kurt Paben
- Victora Cambise
- Jessica Carlisle
- Yvonne Collazo
- Jillian Palmer
- Holly Valenti
- Cat Damare (TBD – still confirming if Cat can attend)

○

September 24, 2024

- Different artist panel posters for each day. Don't forget to Swap out the poster the other options are rolled up next to the printer
- Member Amber Weber left her apple watch here in the safe, Her partner is coming to pick it up as she is out of town. Her partner is Malcom Johnson & she has authorized him to come pick it up via phone and email
- Scanned invoices to craftable
- Canceled Barre class ticket for Nick Meindhart
- Rooftop raw bar is canceled today

- Jacques Couillon + 2 came into work today
- Holly Valenti came to eat lunch with her group
- We have very few radios left, they are starting to break. Pieces and parts on going out. Its difficult to test it

September 25, 2024

- Different artist panel posters for each day. Don't forget to Swap out the poster the other options are rolled up next to the printer
- Amanda price will be coming in to take photos today around 3pm, for her event business
- Coca cola delivery came today
- Sherman Williams also came to talk to cedrick
- Printed signs for Happy Hour
- Scanned Invoices. The ones that have been scanned are in nicks folder
- Printed more lunch menus
- The new Club Menu went live today, it is in the fall 2024 output folder in drop box
- Sold a day pass to a Michael Poppler. He might be back later for the workout class. He applied for membership today. Hey may call to join the workout class just sign him up if he does since he has a day pass
- Received mail and some packages today
- New birds were installed today
- S&WB came to let us know the water will be turned off soon
- The front door is giving a lot of people trouble, they think it's locked because it's hard to pull open. They rattle and shake the door handle & it's very disruptive.
- Richmond member Melissa Rodriguez came in from the chattanooga location

September 26, 2024

- Sonato visit: Robert Gibson Multnomah Whiskey Library Sept 26, 2024 11:30 AM
- High boys moved out of the green room to make space for the 2 pm green room reservation.
- High boys moved into the Remy room for the Tulane Happy Hour.
- Renata Granger informed me that she was charged for the Conference room on a day that she wasn't here. Looked into people vine for further details and noticed that when a conference room is booked by the member through the app, it will charge them instantly. The reservation was actually for October 2 and she confirmed that was correct. She also booked the conference room for today (1pm -3pm) through the app but caused confusion because the confirmation was on her app but it does not show up in people vine on our computer. Not sure why that did not show up on our end but luckily there was not scheduling conflicts and I was able to update the conference room clip board
- Members informed us that one of the umbrellas on the rooftop flew over the edge to a lower level of the rooftop. On the side facing Constance St. Informed management
- Blake Janes: He called me back and said he talked to Raquel and that she approved leaving day passes at the desk for his guest and was telling me to go ahead and have the day pass at the desk. But, I was trying to explain to him I would need to get direct verification from Raquel. I couldn't just take his word for it. He also mentioned

the name of the guest John Lavin and an additional guest name Alex would be joining him. Raquel messaged me through slack for confirmation.

- Make sure that we are giving out welcome packets to new members explaining the membership and check in process. A member came in today and said they have never had to show their QR code to get checked in. A few minutes later a new member came in and said the same thing, no one explained anything to them and didn't know anything about checking in with the QR code, and didn't receive a welcome packet. Both members did confirm that they had the Common House app and the Latch app. I apologized to them for not receiving a detailed explanation on their first visit.
- Charley Mcleod called asking about day passes available for sale. I informed him of the \$25 dollar price for the day passes
- Tulane welcome sign updated from "Welcome Tulane" to "Welcome Tulane Women's Basketball"
- Raven Garcie, friend of Charley Mcleod came in to purchase a day pass

Sept 27

- GNO even happened this morning
- Reserved green room for Martin Belange for 10:45-11:45 since the karels were booked for the time he needed.
- Printed the BEOs for the 28th
- Printed all of the print needs for tomorrow's events, they are on the desk attached to the respective BEO (trying to be better about printing things ahead of time)
- Out of Cardstock - i added to the need to order list and told Grayson
- Low on tea candles - added to the need to order list
- There is a paper key pass on the desk, This key is for Kristina Sarai. She came in with her husband Vic Sarai. I accidentally took the pass. We need to give it back to her. I called and let them know that they can come pick it up & it will be here for them.
- Nathalie Dari is coming to visit on Sept. 30th - she will have her husband and daughter here (just turned 21)
- Jamie from Wedding pro called & left a message. She did not say what about. She said to call her at 800 843 4983 option 3 for billing

Sept 28, 2024

- Danielle Deruiter-Williams called to cancel her tickets for the artist panel and dinner. Her dog is sick.
- Julian Gonazeles has access to the green room since the co-working space is occupied for the Steering Committee Meeting.
- Artist Khalida Toukkani stopped by this morning to view the space and have brunch.

- Member called wanting to take care of the food and beverage charge of a guest that was in the dining hall. The member wasn't able to be here in person and wanted to provide payment information over the phone.
- 2 day passes purchased by Avery Spofford and Hannah Sparks.
- Day pass rates will increase to \$40 and wristbands will be given to guests under day passes. Write guests name, email address, date of visit on paper key and enter that information into the non-member form online.
- Lost and found animal print sunglasses. Placed in boxed and labeled with date.
- Checked in people for the artist panel
- Sold 2 day passes
- Wild life alert - Mickey checked in today spent some time in the social hall (A MOUSE)
- Repairs - One of the sinks in tiger hall needs to be re-caulked. A crack is forming where it meets the wall. Mold and mildew will grow in the crevice if it's not addressed
- Holis Hannan left her purse here, she was an attendee of the artist panel but she is a not a member so I could not contact her
- I created a file folder for "scanned invoices" . This is for the concierge to place invoices that have been scanned already.
- Radios are still giving us problems. Some employees were not able to find one that works & went without a radio
- Someone with the BeNola event may have left their water bottle possibly ryan
- Could not get one of the courtyard doors to lock, the one that is in the restaurant

Sept 29, 2024

- New member Sophie Lee is here for her first visit. She was given her welcome packet and app introduction.
- By 11:30 am No more radio wires available for employees.
- 2 day passes were sold to Jordan Bridges and Bria Wonton and Jordan was given two wristbands and will return a little later. He is also aware that we close at 5pm today.
- 2 towel rentals charged to card on file for Cortez Jones
- 3 towel rentals charged to card on file for Yanti Turang
- 2 towel rentals charged to personal card for the guest of Hedy Rose Kraft
- Nira Cooper has the green room booked for October 2, 2024. Request for water to be placed in the room in advance if possible.

Sept 30, 2024

- Nathalie Dari is coming to visit on Sept. 30th - she will have her husband and daughter here (just turned 21)
- Luggage for Mr. and Mrs. Dari is stored in the concierge closet.

- "Good morning Raquel, would you be able to contact Nira Cooper (504) 606-5511 coopernn@gmail.com about billing inquiries specifically related to booking the Green room and Conference Room. There is a lot of confusion on her end due to booking rooms, canceling and changing dates and then canceling again but she is also being charged and then refunded as well. She wanted me to sort out her billing charges and I tried to explain to her that I am not able to route green room reservation charges to the card she has on file in square for food and beverage. I also informed her that I am not able to view the card details that she was trying to provide to me over the phone. Even after explaining that to her she still attempted to give me instructions on how to sort out her billing. But just a heads up yesterday she was here in person and today she called over the phone, she does have a habit trying to occupy and employees time to focus just on her which really gets in the way of trying to check in other members, welcome in visiting members and/or help others who may have questions."
- While I was assisting other guests. A guest of David Wallace entered and walked past the concierge desk and wandered up the ramp to go to the restroom. Did not inform anyone of who he was or why he was here. I waited a few minutes at the end of the hallway for him to come out of the restroom. I also informed management of the person I was waiting for. When the guest came out of the restroom I asked him if he needed to check in or if he was meeting someone here. I'm sure by his reaction he was not ok with me doing that but for security reasons I wasn't just going to ignore someone walking in like that. So I walked with him back to the entrance and he told me was meeting David Wallace. David was not here yet and the guest waited on the seat next to the door until David arrived. If he would have stopped at the desk when he arrived and informed me that he was meeting a member here but needed to use the restroom, I would have been ok with it.
- Arinn Cooley returning Sonato guest from The Gathering Spot, also has a latch key card (831594915383) Her driver's license is in the desk drawer.
- Latch is glitching. The doors at the entrance are locking and unlocking randomly. I did inform management.
- New member Alyssa Weldon came in for her first visit. Member was given a welcome packet and walked through the Common House app and Latch app.
- Mr and Mrs Dari picked up their luggage before leaving. They enjoyed the visit and hospitality and mentioned they may be visiting again in November.

* THE DAILY *

OCTOBER

October 1, 2024

- Tim Lake+3 approved to visit Common House- Sonato visit.
- Kevin Vaughn lost a blue wallet in case it turns up we can contact him. he is a member here. Memoir is also on the lookout for it
- Michelle with Southern Glazers brought some bar equipment by for the halloween event at the end of the month
- Printed materials for today and tomorrow's event (sound bath)
- Someone came in with plants for the house

October 2, 2024

- Meeting today about lights at 1 pm with taylor Moody & sarah Haviland and Josh
- Tables were picked up for repair
- The ceramic hangers came in! They are in the box in the printer room
- Upholstery cleaner came in
- New Member as of yesterday, Kasey Gray, is having trouble with her app. Maybe its because she's new but we have to set her up on latch. Her name isn't showing in people vine yet
- Canceled 2 reservations for Oct. 5th due to buy out. Members have been notified

October 3, 2024

- Mouse spotted running across social hall towards coffee area.
- Cameron Stainken will be coming in tomorrow at 11am to work from here ahead of his tour at 4pm. I've approved this so just wanted to let you know so he can be let in.
-Raquel-
- Martin Belanger approved for green room use 9:30 to 12
- Two small tables were placed in the green room to assist Mr. Belanger.
- UPS delivery for Taylor Muniz (paychecks) placed in safe.
- Edward Mendez has the ok to use the Bridge room for an hour 12:30 -1 pm no one is reserved for the room.
- PMC plumbing arrived to fix the toilet in the women's gym restroom
- Heritage arrived to fix the ice machine
- Martin Belanger extended green room use to 1- 4 pm
- Donnell White first time member. Welcomed into Common House, set up with Common House app, Qr code, welcome packet, and Latch app.
- Keyley Mable was having trouble getting into the gym with latch. I did send someone up to assist her. Before her departure I reset her key access in latch. When she returns she will try again to see if that helped.
- Lindsey provided a list of event menu options with dietary restrictions listed beside each item. This is to assist us in the future when food cards need to be printed
- Sam Olmsted, is a founding member of common house, but did not have the common house app downloaded/no qr code and never received his welcome packet. He did present his drivers license for verification but I also noticed that people vine is very specific when doing a profile search. In this case if you type in Samuel Olmsted it will say

no results found but if you type is Sam Olmsted it brings up his profile information. I understand that members are frustrated and sometimes offended when someone questions their membership especially if they are a founding member or a committee member. How do we avoid members getting offended when we are just doing our job as concierge?

- The Dietary Restrictions list for the Event menu options is available for future reference in the file folders.

October 4, 2024

- Kelley Troia +2 Sonato guest visiting from The Pershing Social club
- Aimee Sedky needs to get her membership packet but she's all set up otherwise
- Check in process is CHANGING STARTING MONDAY

- As a **member**, we ask that you continue to check-in directly with the Concierge each time you visit the club. This allows us to track who is in the club at all times.
- For your **non-member guests**, we are asking that they sign in using a ledger at the front desk beginning Monday, October 7. This ensures no one enters unannounced, and will also allow us to contact the guest, should they forget something during their time with us. The ledger is a physical sign in book

What if my guest and I are arriving at different times?

If your guest is arriving after you, we ask that you do three things:

- Let Concierge know that you're expecting a guest
- Provide an estimate as to where you'll be located in the House
- Add your guest's (or guests') name(s) to the sign-in ledger

Once your guest arrives, the Concierge will instruct them to complete the rest of their information in the ledger (contact information and time of arrival) and will send them in your direction. **Please note: if a guest arrives either before you or without a Concierge expecting their arrival, we will ask them to wait by the front desk until you arrive.**

- Printing question added to the "High Level membership" doc

Do you have printing services?

No, but we do have a printer at the concierge. Concierge will be happy to print small jobs if necessary

- Men came to work on the broken toilet in the restroom - plumber said they needed to send another contractor to clear the blockage. They were not able to reach it with their equipment. They will be following up with Sarah.
- Package arrived for Blaine
- LUCID DREAMERS FT. DR. ROMANCE - for this event we are not able to purchase tickets for people. They must go to the CH APP to purchase tickets themselves.
Member can use code COMMONHOUSE member tickets are \$20

October 5, 2024 a.m.

- Green room was not cleaned after last night's event. Picture sent to management. Room was cleared and reset before opening today.
- Two ladies from Phelps stopped by at 9:30 am to drop off boxes of flowers before this evening's event.
- Jonathan Johnson memoir resident came in through the restaurant with two guests and sat down in the social area and grabbed water. I asked if they needed to check in or is he waiting for someone. He mentioned they were here to just wait for an uber. I did inform him for future reference that anyone that comes through the common house needs to check in at the desk.
- I was printing today and noticed that now all four print cartridges are scratched and unable to print clear pages.
- A message was sent in slack today #neworleansteam, with reminder notes from the HP Tech/repair visit.
- Kyle Formby dropped off a gift for Troy Wilson. He said he kept trying to call the concierge desk but no one answered. I asked which number did he call because I was at the desk all morning. He mentioned he called 4 or 5 times in the past hour. I checked the call log, there was one missed call from Kyle at 11:54 am. He mentioned that they will be coming in at 3 pm for a birthday party and wanted to reserve an area in the social hall for his guests. I informed Kyle of the buyout we have this evening. I reconfirmed the closing time with Nick and passed the information on to Kyle. The kitchen will stop serving food at 4pm and the house will close at 5 pm. The rooftop lounge area will be open and Kyle said they will go up there. I have the gift box in the control room wrapped in the animal print paper. I informed Kyle that I would leave a note in case I am not here at the desk. We can not deliver it to the rooftop, he would need to stop by the desk before we close to pick up the box. (if any employee is willing to deliver the box to the rooftop, just be aware that there is heavy lifting involved.)
- Food cards printed for tomorrow Dom-Nation Day Party along with signage " Closed for private event"
- Mockly Box for Blaine placed on shelf near pool towels.
-

October 5, 2024 p.m.

- Kyle Formby had us bring his gift box upstairs, he also did not bring it back downstairs. Womp womp.
- Someone from the Phelps and Dunbar event left their cell phone. - he is coming back to get it, he got it
- I ordered some bottle brush cleaners, these are to clean the oil diffuser beakers in the bathrooms and at the concierge desk when they become grimy (purchase approved by Sarah) when these come in lets make sure they dont get put at the bar
- Overheard a lot of people during the event say that the food was "incredible" "Excellent"

- One new member did not appreciate the buyout event. I told him they can still access the rooftop. he has concerns for future buyouts that they will not be able to access the club when the city gets busy for things like mardi gras, super bowl, halloween etc. I gave him Nicks card and told him we welcome his feedback on the matter because we don't want members to feel excluded. I did not catch his name.

October 6, 2024

- Large blue doors at the main entrance closed. I have no details about these doors and will not touch anything until a manager arrives.
- Contacted management through email to notify them of the blue doors being locked, Message with Sarah through slack and given a code to unlock the box with the key. When I saw the message on slack Al was in the back prepping to get the key as well. Nick called and informed me that he was on the way. Al was able to unlock the doors before clients arrived. Lock and key is currently at the concierge desk.
- Signs need to be removed after an event. Members and tenants were confused at opening on whether not areas were closed
- Client arrived to set up for the party. BEO listed study as the area for set up.
- Sign was placed at the study all entrance for members to know it is closed for private event.
- Social hall was dark. Luckily Vive was an easy login and one button was able to adjust all the lights to a suitable brightness.
- Julian Gonzales wanted to use the study hall but realized it was reserved for a private event. I did offer him the green room with no charge but tables were too low. I then offered the table in the event space since it is empty for the day. He appreciated the offer.
- Client asked if the cake could be stored in the fridge until the party started. The cake is now in the fridge in the kitchen. (white square box) Client will notify when they would like the cake pulled from the fridge. The house was informed of the additional note as well.
- Jakob Robertson- room 225 memoir tenant. Walked in with a friend of his and proceeded past the concierge desk. I stopped and asked if they needed to check in. Jakob replied and said he was just coming in to pick up a friend who was on the way. I asked if the person he was waiting for was a memoir resident or hotel guest. He then mentioned that he is the memoir tenant but also waiting for a friend. I then explained that each person needs to stop by the concierge desk to get checked in. We are unable to allow anyone to just walk through the space even if they are a memoir resident. He asked how the check in process works. When I explained the process he mentioned he has the common house app and the latch app. Instead of officially checking in he decided to leave and wait for his friend somewhere else.

October 7th, 2024

- The men's restroom toilet overflowed. Cedric informed me that he was able to unclog the toilet. I placed a temporary "out of order" sign on the door until the water was mopped and the floor was dry. Pictures and messages emailed to management.
- Unable to find back up Out of order signs that were stored in a reusable sign folder. If any reusable signs are used please place them back in the folder or print extra copy. The purpose of that folder is save time and paper for last minute emergencies or signage needs
- New wave of members as well as new memoir tenants and memoir hotel guests. More people enter Common House through the elevators and the majority of them do not come to the concierge desk to check in. How are we to keep track of the number of people coming in and out?

- Jane Taylor checked in and was upset that her guest had to sign in. Her response was He's just grabbing coffee, signing in is going to take longer than needed. I politely informed her that even if it just for grabbing coffee we need everyone to check in or sign in
- Mr watters stopped at the desk and asked if members are allowed to have packages sent here. I did inform him that the only time we allow packages delivered here by member is when the member or guest has an event booked with us and those packages are for event set ups.
- Radio's are continuing to be left on overnight, more radio's are losing power during the morning shift, continued issues with radio/ headset compatibility
- Memoir Hotel guest stopped by and wanted to reserve a private room later this evening. I asked Nick about this and he was able to assist her. She asked to view the room and Nick also informed the guest that no dogs are allowed in the social hall.
- Memoir Hotel Guest Madeline Gaspard is reserved in Carrel Two from 3:30-4:30 p.m
- Since there is an increase in Memoir tenants and hotel guests that enter from the elevator to dine into the restaurant. I asked management if the restaurant tablets have access to people vine or seven rooms. If possible, can the restaurant check in tenants or non member guests that sit down at a table (a quick check-in when the food order is entered) This help with a member/guest count for each day.
- Keyley Mable had previous latch issues. Unable to access the gym with latch after resending key access on latch. Today she mentioned she was still having problems. I went into latch to check her key access which shows she has access to the gym. I informed her to uninstall and re install latch to update her key access. Logging out and logging back in didn't work. Her latch account doesn't show gym access after the reinstallation to her phone but it does work and I went up to the gym with her to test it out.
- Kayla Sanon visited with us from the Common House Richmond location.
- Robert Fogerty and Lina Maurice Sonato guests visiting from Edison House will be in town and stopping by for the next few days.
- Natalie Tate arrived to check in. She is a new member but didn't receive a welcome packet and wasn't completely set up with latch. I walked her through the welcome packet and completed the app set up on her phone. Unable to write out a blue membership card for the member they are no longer in the long box of cards.
- Note passed on to Grayson that we need more blue membership cards. We are down to the last seven blue cards.
- Out of order sign placed on bathroom stall in mens restroom. The clog was cleared this morning which stopped it from overflowing. But it has to remain out of order due to a continuous leak from the bottom of the toilet during non use. Management was notified
- 3:00 pm Guest sign-ins for the day have been entered into HubSpot/non-member form. The names have been checked off and highlighted.
- Concierge Check in Process Reset and guest sign in email placed in concierge bible

October 8th, 2024

- Member said door was hard to open and felt like he was going to break it if he pulled any harder
- Made a suggestions sheet for things we hear from members at the desk
<https://docs.google.com/document/d/16DSviGbYK5rmC9wxDv1e26mgQekNjfO3mW3YsbBYLHQ/edit?usp=sharing>

- Nicole Patel checked in with a paper key, signed her in with the non member form (should we keep signing them in there or should we have them sign the book as well?)
- Scanned invoices to craftable
- The radio numbers are coming off the radios. I would relabel them but i dont know of a way to tell what radio is assigned which number. This is part of why the radio check in check out sheet is not being used. If there's a way to tell what number they have i will relabel them
- Lauren Selden called ahead and asked if her guest could come in a bit before her. I asked her if she would also be coming in at some point to join her guest and she said yes. I made an exception for her since she did call ahead to ask. She was going to use the paper key but she already left home and did not have a way to get it to her friend
- I organized the desktop & created folders for things that we access often
- Meredith Picou called asking if we had availability for a meeting room - she is not a member. I took her details and passed this on to Sarah since they want two full days in the conference room and are also interested in food and bev for both days

• October 9th, 2024

• NICOLETTE IN THE AM HEY!

- Guest check books were delivered
- Memoir sent over an updated list of their hotel guests. I left a copy in the concierge bible for reference
- **Ben sent an email about a friend of his coming into town this week with 5-6 other guests. So be on the lookout for that 😊**
- Tolulope Oyetunde & Kalinda Campbell visits have been approved in Sonato
- Liquor was delivered
- Received an email from Sevenrooms about technical difficulties and they're working with Google to fix the problem. Hence why members have been calling/emailing to let us know their having trouble making reservations

• CARLIE IN THE PM WOAHH!

- The "sunbrella" spray came in. It is in the printer room
- Entered the guest list into hub spot. A Lot of the writing is illegible. Members who did not provide email i put the concierge email.

• October 10th, 2024

- Olatilewa Adetula visiting the club from Fitler Club with 1 guest
- Eva Poon New Member first visit. Given latch access and welcome packet with walk through
- Radios have been updated with sticker numbers matching the programmed numbers.
- David Pan is a member, had the latch app access, but was not aware of the Common House app and the QR code used for check in. He said he was always used to giving his name for check in. I assisted him with downloading the app and accessing the qr code for future check-ins.
- Plumbing service repaired the toilet and noticed the foul odor (raw sewerage) in the restroom. He reinstalled the wax ring and said the smell went away. The toilet should be working properly.

- Guest sign ins for morning shift have been entered in Hub Spot/Non-member form and highlighted
- Box next to the women's restroom. Rose stone and gold band. Lauren Selden 504-875-1771. Ring found in gym. Guest will pick up tomorrow. I have the ring placed in a small bag with a note in the concierge drawer.
- White towel with yellow stripes lost and found Jakob Hardie asked if it was turned in. I told him we will keep an eye out for it just in case it was dropped in the towel bin.
- Fittler Club members Olatilewa Adetula and Tolulope Oyetunde checked in
- Mayor of New Orleans paid us a visit

October 11th, 2024

- Apple watch left at concierge desk. No notes on where it was found or who it belongs to. Currently in the safe until further notice.
- Hi Team! Ben has guests in town this weekend. Tom Vaughn will be in The House with 5-6 guests. @Concierge Nola please make sure to have a Latch card ready to give them, and make a note in the Log so everyone knows what to expect (Maybe even a sticky note on the Desktop Computer)
- From Jacques Hi Concierge,
- This Monday, October 14th, I have 3 people coming in for a meeting.
- One, Serena Deutch, will be arriving at 1 pm.
- The other two, Asia-Vinae Palmer and Marguerite Sheffer (has membership) will be arriving at 1:30 pm.
- Please let me know if you need any further information.
- There was a misunderstanding this morning when Jacquelyn Wood arrived to sign in as a guest but the member Lauren Seldon wasn't going to be here. Unaware of the full details I followed standard procedure and sold her a day pass. She is the guest and friend of Lauren Seldon. Lauren spoke with someone a few days ago and was given the ok for her friend to come in to access the space since she wasn't able to get the guest pass to her in time. I sold her a day pass unaware of the details. Lauren called this morning explaining that her friend wasn't supposed to be charged. I apologized and explained there must have been a mix up/miscommunication on the details. I spoke with Sarah and we were able to process the refund. I found Jacquelyn and was able to speak with her as well about the mix up and informed her that the charge is refunded.
- I did find notes on October 8, 2024 (Lauren Seldon called ahead and asked if her guest could come in a bit before her. I asked her if she would also be coming in at some point to join her guest and she said yes. I made an exception for her since she did call ahead to ask. She was going to use the paper key but she already left home and did not have a way to get it to her friend) it looks like they were expected to come in on that. Moving forward, guests of Lauren Seldon must have a paper key. Her guest has been allowed to access the space today.
- Gym seat attachment found in the corner of the gym near the women's restroom. Forwarded photos and email to management. None of the equipment seems to be missing any attachments. The extra piece was brought down to the concierge desk and placed near lost and found until further notice.
- Message from Raquel: Skyler Stroup is coming in today - he's not a member yet but came in yesterday for a tour so he wants to come back to show his business partner. Please let them in - alert a manager when they arrive to show them around.

- Restocked pool towels on the shelf in the concierge closet.
- Kenn Barnes had a problem with me asking for a qr code. He has been here many times but mentioned he didn't know how to access the qr code through his phone and after I walked him through the steps of accessing the qr code in the Common House app, he did not want to put forth the effort to hold his phone up to the camera to get a proper scan. Message sent over Raquel
- The apple watch in the safe belongs to Raquel.
- Names entered into hubspot for morning and part of early afternoon sign ins
- Guests have been walking through the restaurant and social hall with bikinis on. Maybe we should have a designated sign at or in the elevator or send out an email reminding guest that they should be clothed while walking through the club

October 12th, 2024

- Hi Team! Ben has guests in town this weekend. Tom Vaughn will be in The House with 5-6 guests. @Concierge Nola please make sure to have a Latch card ready to give them, and make a note in the Log so everyone knows what to expect (Maybe even a sticky note on the Desktop Computer)
- Valerie Grubb called about her reservation for October 21st and wanted to ensure that the room would be set up with the necessary equipment for the TV and wanted to have some water, soft drinks, and coffee set up in the room for her clients. She also inquired about if flip charts and markers were available or if she needed to bring her own.

October 13, 2024

- Hi Team! Ben has guests in town this weekend. Tom Vaughn will be in The House with 5-6 guests. @Concierge Nola please make sure to have a Latch card ready to give them, and make a note in the Log so everyone knows what to expect (Maybe even a sticky note on the Desktop Computer)
- Lauren Selden didn't pick up her ring a few days ago. It was in the concierge drawer and now moved to the lost and found box. Note is attached.
-

October 14, 2024

From Jacques
Hi Concierge,

This Monday, October 14th, I have 3 people coming in for a meeting.

One, Serena Deutch, will be arriving at 1 pm.

The other two, Asia-Vinae Palmer and Marguerite Sheffer (has membership) will be arriving at 1:30 pm.

Please let me know if you need any further information.

- **Samson Wodajo** was just approved for membership today. He mentioned at his arrival that he did not download any apps yet because he was in a hurry to use the space because he has meetings to get started with. He did not get a proper greeting due to him being in a rush. He was rude or anything like that, It was just obvious that he didn't have the time to go through the whole walk through welcome to Common House introduction. I did inform him that he does need to download the Common House App and Latch app before his next visit in order to get checked in and access other floors. I did find him a few minutes later and placed a welcome packet on his table while he was in a meeting. This moment helped to gain a better understanding of why some members never receive welcome packets and are unaware of the QR codes needed for check ins.

October 15, 2024

- Pretty busy but chill morning nothing crazy happened.
- Caroline Broussard had a package delivered here. I emailed her and let her know to come get it. She did come to collect it. She said she thinks her client accidentally sent it here
- We need more blue membership cards - added to the need to order list
- The upstairs bathroom toilet's handle broke but it was fixed (the one on the right side)
- Will got stuck in the elevator hey yall we need more tampons
- Added the guest list to hubspot - lots of missing emails & illegible handwriting. Added the ones i could read & the ones without emails i put the concierge email
- *Signing off, your lead concierge*
- hey yall we need more tampons

October 16, 2024

- The air is chilly, CRISP, *its fall yall*
- The seven rooms app would not let me change the number of people in a dinner reservation (for Alexis Counce) from 6 to 7. I added into the reservation notes that its a table for 7
- We are expecting a person named Drake Schullerts - they are a bar manager from the Amador club in San Francisco. The visit is approved by Dagny. He is not a sonato member
- Carly Plotkin with Sterling came by to show some of her clients the house. She had the latch card and returned it when leaving
- Steven Tororella called to dispute charges from the entrepreneurial event last night. Nick Karel is taking care of that ASAP
- Michael Foley has a reservation for 8 People on the 17th. He called to book the reservation because the app would not let him create the reservation for 8 ppl. He also mentioned confusion on the service charge. Last time he dined he ended up tipping 40% unintentionally, I explained to him what the service charge is & that were working on putting more clear verbiage on the menu about the service charge since we cannot customize the verbiage on the receipt itself

- Two guests of Memoir told me that their staff seems untrained. Which does explain why memoir guests seem confused
- Got some mail and packages
- Dominique Simone was asking for a white board in her green room meeting. We did not have one for her.
- Added quite a few items to the need to order slack channel
- Reorganized desk drawers
- Shay Miller called. Her application is pending, she is wondering if she could use the club monday, she is with the city of Kenner. She said she applied via an opportunity with her work (i think) , - i am checking with raquel to see if that is allowed since her membership is in limbo her number is 504-920 5806. Seems like a comped membership via some other organization.
- Tera vega came in with food from willa jean. I let her know outside food is not allowed, she said she would not eat it here.
- Two men from an event equipment/supply company came by to pick up a mic stand and a podium that was left here.
- Edward Mendez 's vape was turned in at the concierge desk (was he vaping in the club? Uh oh!)
- Amberleigh Carter brought some magazines that we are featured in, into the club
- Memoir guests left some luggage with us. it's in the back behind the curtain, they will be back to collect them. Names are on the bag check tags

October 17, 2024

- Michael Foley has a reservation for **8 ppl at 6 pm TODAY please remind the restaurant so they can set the tables**

CONCIERGE UPDATE:

For the rum tasting class we are adding sales to concierge duties today! We will be offering **members** to join our rum tasting class for \$10 upon check in. It will take place by the blue circle table in the social hall. We can charge directly at the desk, there will be a button for this in square.

Also...

NO MORE SCANNING.. LET GUEST SHOW YOU THEIR QR CODE AND INPUT NAME DIRECTLY INTO 7 ROOMS

October 18, 2024

- **Lost/Found**

- Sony headphones in black case. Member Crisita Arivalagan is looking for them. Contact if found 917-943-5275
- Guests of Memoir came in, I asked if the concierge explained to them what Common House is. and they said they did not. I gave them an explanation of the check in process and let them know they are welcome to use the club.
- We need a better file organization system for the Menus that are ready to use and print.

October 19, 2024

- Ashley Sarris: Benaiah Harvey is the DJs guest for tonight! They won't be in PPV but can be let in
- Very slow day in the clerb
- Two Memoir Guests walked in, I asked them to check in. They seemed to be unaware that we have a check in process here because they told me "we'd thought wed be able to just use the latch card to get in. I said they can use it but we still need them to check in if they come through CH's door. ALL WE NEED memoir concierge to do is to tell their guests to come to our desk and we can explain the process.
- Megan Elizabeth Jones, wants to be refunded for a \$5.00 fee she received. We believe this is a no show fee but she said that the app would not let her cancel the ticket. I told her we would refund it for her as a courtesy since she was not aware of the policy. It would not let me process the refund because the transaction is pending. I'll message Nick. **if yall see its finally processed then we can refund it for her if yall read this**
- I hate to say this 😊.. but i think i prefer scanning the QR codes more than typing ppl in. especially when there's a lot of people coming in at one time. It's A LOT to type in the name correctly then seat the party in the app (lots of clicks). The sevenrooms search bar is not very good. For example, I was looking for someone named Claire. So I typed "Claire". The members name is actually spelled "Clare" but it did not pull her name up even though i was one letter off. It basically wants you to type it in exactly. Seven rooms also seats everyone in the dining room by default (which is the only place we should *not* seat ppl when they check in because it will mess up dinner reservations) Thus we have to select a different area and a different table. The QR code at least gives us a way to quickly capture the names and type them afterwards. Members also seem generally confused that we are typing and not scanning. All these little things bring the focus away from greeting guests and put our focus on the ipad. It's not a huge deal for me personally. I just wanted to point that out because it does impact members' experience.

October 20, 2024

- Nothing to pass on. I printed extra menus

October 21, 2024

Valerie Grubb rented the conference room to host a training for 6 clients and requested water, soft drinks, and coffee set up in the conference room. She also asked about flip charts and markers. She said that she will be arriving early to set up the room.

- James Kale: Sonato guest visiting from The Gathering Spot reservation for 7:30 pm
- Informed managers of an aggressive person walking in. Non member and not a guest of a member. When he came in I asked if he was checking in or meeting someone. He said he was meeting someone but wouldn't stop or make eye contact. I walked over to him before he made it up the ramp. When I said excuse me sir? He became angry and responded loudly and had a problem with me stopping him. I continued to explain that if he is here to meet someone we need you to sign in at the desk, contact the person you are here to meet and wait for the person to meet you here at the desk. When I fully explained the rules to him he decided to walk out.
- New ink cartridges in printer.
- Printer is working at 100%
 - Recommended to restart the computer once a week to prevent printer jobs from jamming the printer system.
 - Regular copy paper needed, added to #need-to-order in slack
 - New cyan printer cartridge is needed. HP Tech informed me it was most likely damaged from using cardstock that was too thick for the printer. The current cardstock is fine. I believe the cartridge damage was coming from the previous cardstock that we used during July and early August. It was very thick and would never print more than five pages without jamming.
 - Only print cardstock from tray one (the tray that folds down) the current cardstock will not damage the cartridges but paper jams will occur if placed in tray 2 (bottom paper tray)
 - Current cardstock brand and size is Neenah Cardstock/ 90 lbs./163 g/m2/ 8.5 x 11/ 21.62 M/Wt
- Tish Spearman Common House Chattanooga will be in town this weekend and has a restaurant reservation booked for Saturday October 26, 2024 6:30 p.m. six people. And Carrel One booked on Monday October 28, 2024 8 a.m.- 12 p.m.
- Chanice Holmes left a charger at the concierge desk for Jasmine Simmons Edmonds to pick up. Jasmine did not stop by the desk to pick up but we have it here with her name attached to it sitting next to the pelican on the stack of books.

October 22, 2024

- Chill slow day so far

- Ordered a keyboard for the ipad since we are not scanning codes - approved by Nick



-
- **Rhonda Corley is allowed to come into the club today. She is from 504ward. She does not have a day pass or anything just taking her name - Approved by Nick**
- Member Johnthat Delour called to let us know his guest Clancey Crowey would be arriving before he got there. I told him it's fine since he called ahead
- Two heavy packages came for Sarah

October 23, 2024

- Expecting a man named Bill in the club today - he is a potential partner (approved by Ben)

CONCIERGE UPDATE:



From Austin: I am seeing many NMG check-ins being put into the Hubspot form with duplicate emails or concierge emails instead of the individual's actual email address. Please do not worry about submitting a form for groups who are using the same email address (you should just add one of the individual's names with the email then make a note that it was a corporate group) and do not add people without email addresses. This also applies to email addresses you may not be able to read.

This is an important thing to remind the team of when they are adding submissions because Hubspot has a **limit on the number of "contacts" we can add to the system** (we will need to pay for more at some point) and also because **they will count as actual leads in our sales process which is not accurate**. Thank you and let me know if you have any questions!

Summary: ONLY ENTER PPL WITH LEGIBLE EMAILS. IF NO EMAIL DO NOT PUT IN HUBSPOT. It is fine to put the same person in twice.

- Member has our charging cable
- Allison st.Martin is bringing one extra guest to the club day

- Pre booked reservations for the days that we are closed per Sarah's email. **Have not yet figured out how to close reservations for the dining room - nick will show me how tomorrow**
- Made more wifi cards
- Unable to input guests into hubspot because we got logged out - emailed Raquel to see if she has the PW - waiting to hear back.

October 24, 2024

- Richmond location. Austin Sargent is a new member with us but will be in NOLA tonight. Please allow him access to the House. His email is Austin.Sargent@troutman.com
- **No more liquids in the trash can yall. Please don't let people throw cups away or stuff cardboard in the trash can. It's a basic office trash can, not a dumpster. - love you, mean it**

October 25, 2024

- Sonato visit: Meg Murray/ October 25, 2024/ 11:00 am/ 4ppl
- KJ - with Brown Forman will be coming into the club on Friday with some coworkers. This visit is approved by Raquel
- Kristen Puryear Charlottesville Common House member will be arriving at 1 pm for lunch Sunday October 27, 2024 3 ppl and will be visiting Monday October 28, 2024 for co-working space. Reservation in seven tables
- Julie Cohen approved for 8 guests on Sunday October 27, 2024. Waiting for a response from Julie for the name of each guest. Reservation in seven tables
- Chelsea Brasted dinner reservation entered into Seven Rooms 4pm
- Sunday October 27, 2024 Game Day Common House will remain open until 6 pm. Game starts at 3:05 pm
- Taylor Swift Concert begins tonight at 7 pm
- Common House parking discount only applies to 12 hours or less but Metropolis parking is only allowing people 24 hour option
- GlassMan stopped by to fix doors at Common House entrance.
- New Menus delivered today Grayson picked up Documart and placed it in the file folder.
- Serena Deutch lost I-phone charger. I looked in each area she mentioned but did not see it. I did find a Dell laptop charger left behind in the social hall.
- New coffee station location at the end of the bar along with pastries for sale
- Old menus replaced by new fall menus
- Meg Murray Fidler Club visiting with son. Her son has a latch card and his driver's license is at desk. (latch key card returned)
- Post run meetup at Common House on Sunday October 2, 2024. Raquel informed that there would be an attendees list provided tomorrow
- Musician has equipment stored in the Green room until the event starts tonight. The green room is still available if anyone needs to use it.

- Desiree Singleton left item in the gym locker last night around 7:30 pm and came back today and noticed the items were no longer in the locker. No items were turned in to lost found. I called Nick and he was able to go up to the locker with the member and notes were taken of the missing items.
- Michael Mahoney was having trouble with latch access but was able to get into Latch on the Concierge computer kept getting incorrect login information even though the login information is stored in latch
- **@Concierge Nola** a member Luke Robert will be bringing 5 guests with him for a drink before the concert tonight.
- Chanelle
- 10:26 AM
- Hi there,
- The In house Guest report will be updated daily: [Memoir x Common House Concierge.xlsx](#)
- All Guest are entered under " daily in house tab"
- Doors are fixed. They open smoothly.
- Expecting Dr.Lisa Wineburg today with a guest, she wants to show her friend the club, she just signed up for membership. - visit approved

October 26, 2024

- We are expecting guests Kim O'Brien, Tiffany Walker-Killip, Ashley Inurria to come in today. Their visit has been approved by Sarah. Associates of Lisa LaCour
- Adam Landman and guest given permission to visit Common House New Orleans
- Password for latch works. We are logged in
- Tish Spearman called and updated her dinner reservation 3 ppl instead of 6ppl
- Samantha Geraci is visiting with two guests and has a latch card. Id is in the concierge desk. Visiting from Richmond
- Katherine Capocelli visiting with a guest from Common House Richmond. Will be in town until Tuesday
- Kristen Puryear rescheduled restaurant reservation. Will dine in on Monday October 28, 2024 3 ppl
- We had a few calls concerning dinner reservations that were made with open table. Those reservations that were made were a surprise to us because they were not in seven rooms nor do we have access to open table that we know about.
- Very slow in the club
- Desiree Singleton found her lost items in the back of her car LOL all is well with that
- Made a little more progress on adding the convention center google calendar

October 27, 2024

- Julie Cohen has reservation booked and approved for 8 ppl her guests are Michael Sullivan, Liam Sullivan, Caroline Miller, Kristin Sullivan, Derek Cohen, Robin Cohen, Carmelo Turillo and Katrina Turillo
- Letisha Mitchell potential member given permission to visit the space with a guest
- Dorothy Clyne came to the concierge desk needing assistance with Latch not working on the elevator. I revoked her keys and reassigned them. Once Dorothy logged out and logged back in I went to the elevator with her to do a latch test and everything was working properly.
- Will Coffey, Rishabh Simbal, Tom Eggers(member), Armand Patel, Ken Baltazar, David Baker(member), This group decided to sneak in a case of high noon and started drinking in the rooftop bar area. They were informed by management that no outside drinks are allowed and the remaining drinks would need to be put away. An hour later an additional guest, Rishabh Simbal, arrived to meet the other guest on the rooftop. I asked him to sign in and informed him that the guests would need to come down to get him. He got upset about having to wait because he wasn't able to reach the members and guests by phone and asked if I could just let him go to the elevators and meet them upstairs. I told him no because of latch access and common house policies. The person that came down to meet the other guest was not one of the members but a guest of the two members, walks through the front door in nothing but swim shorts and proceeds to walk up the ramp. I immediately stopped them and said they are not fully dressed and can not be allowed to walk through Common House so unfortunately they would need to exit and re enter the building through memoir. Message passed on to Raquel Roman in Slack
- Reset for Julie Cohen latch access.
- Envelope left at the desk for Stephen Kearny. Has not been picked up. Placing it in the safe.

October 28, 2024

- Erin Waters will be visiting today from Charlottesville
- Latch card was signed out to Laura Byrnes (Charlottesville member) the latch card was found this morning but her driver's license is still in the desk. I called the member and left a message to notify them.
- Invoices scanned and emailed.
- Laura Byrnes will stop by and pick up her driver's license on the way to the airport.
- Husband of Laura Byrnes came in to pick up the driver's license
- Latch card signed out to Veronika Suarez/ Driver's license at concierge desk
- Latch card signed out to Kristen Puryear/ Driver's license at concierge desk
- Kristen Puryear returned the latch card and picked up driver's license.
- Annie Udell, guest of Desiree Singleton has luggage back at the concierge desk.
- From Ashley: hii! can you be verbally pushing the halloween party as people come in? we will have tequila tastings in the beginning, a free tarot card reader, and a face painter 😊 and then a really good band
- Annie Uell picked up her bag on her way out.

- Drivers license and cc left at the bar by Jan. He was an attendee for the Nola Miles Club mixer yesterday. We didn't have a contact number for him but I passed it over to Kiana Terrell since she is the person of contact for the mixer and knows how to reach him.
- There are two new tenants that just moved in at Memoir and just wanted to take a peak around. I didn't catch their names but I told them that was ok since they are new tenants, we just needed them to sign in. But they didn't want to sign in. I did explain to them that for future reference, membership is included with their lease and that signing in and checking in is required for everyone.

Oct 29, 2024

- Member Cortez Jackson is going to take some photos tomorrow for his custom suits business. This has been approved by Nick
- S&WB came by to let us know that Monday Nov 4 between 11 pm and 6 am the water will be turned off.
- Isha Channel? New memoir tenant, I don't think she has been added to commonhouse system yet
- Member Donald Jones will be Using lili hall today between 1-3 for a rehearsal
- Updated Memoir hotel guests list is printed on the desk
- Invitations came in for CH
- Party supplies came in - in the printer room
- The amazon order history says we received ear pieces for the radios but they are nowhere to be found. If anyone knows where they are please let us know
- Partner of

Oct 30, 2024

- We have a shared document between memoir and our concierge however one of their employees named Chester does not know how to update the sheet. We have guests of Memoir coming in and their name is not on the sheet. I talked to Tre and he said their concierge does not have a "boss" to train them & he does not know how it works.
- Memoir guests called asking for us to deliver food to their room, I told them we don't deliver but we can make it to go & they can come grab it.
- Maintenance guy came to check out something for the pool
- Two sisters with the names Ayesha and Ayanna Cooper are new tenants of memoir. They are not set up with a membership yet. I let Ayesha know they'll need to get set up and gave their names to **Jaina Alsandor**
- Chanice was in the green room, She did not book the green room. I only noticed when I went to show another member who was interested in booking the green room. I did ask her to leave since the other member was willing to pay for the room.

- Hey y'all we need to order a new first aid kit. The one we have now is ran through. If not a new kit at least some more burn ointment for kitchen staff

Oct 31, 2024

- Invoices scanned and emailed to bills+craftable
- Taylor Muniz/ paychecks delivered and placed in safe
- Mail delivery for Jacques place in hanging tray and message Jacques through slack
- Promote the Halloween party, inform Memoir Guests as they come in.
- Party invitation letters are printed. Some are for Memoir to hand out to guests as they check in and some are for us, Common House Concierge to hand out as members and guests check in.

Nov 1, 2024

- We will have several visitors to set up for the event in Lilli.
2:00 pm Chris Burke is arriving to set up AV
- 3:30 pm John Taylor, Florist is arriving with 2 other guests
- 4:00 pm Michael Petty, the host of the event, is arriving to do a dry run.
- What would be the SOP for members who have their guests arrive an hour before they arrive. Because it is slow right now I did allow the guest to go ahead and sit in the social hall after signing in.
- Guest dropped off a signed contract and check for an upcoming holiday party. Envelope placed in safe. Integrated Logistical support inc. Message was sent to Jacques in slack as well.
- Rachel Feran called to move dinner reservations to tomorrow Nov 2 7:30 pm
- Menus and signs printed
- Low on candles added to Need to order and Amazon cart

Nov 2, 2024

- On this Saturday, November 2nd, Brooke Walker will be coming around noon to drop off decor for her event in Remy. This same event will also have a balloon wall set up around 3 pm. The contact for this is: Sthephany Braud +1 (504) 442-5899.
- Reserved sign placed in Bridge room 11-3pm
- There were no details in the people vine for the Bridge room reservation under Dominique Simone. Guests started to arrive at 10:00 a.m. to set up camera equipment and that is when we realized what the Bridge room was going to be used for. Guests moved to the green since there was more space to set up the equipment for interviews. Coffee table taken out and placed in lilli room temporarily.
- Insight arrived at 10:30 to pick up equipment from last nights event

- Reimi Hicks from the gathering spot is here to visit us. She did not send a visit request through Sonato but she did have a Gathering Spot member barcode that I was able to see on her phone.
- Printed and laminated double sided table numbers for future use in event space
- Art walk every 1st saturday of the month
- Ear buds for radios are locked in safe - lets encourage ppl to leave them in the pill box in the radio drawer

Nov 3, 2024

- We are expecting Scott Marcus Nov 3 with his Girlfriend. He is a Sonato Member. he put in his request in sonato and called to ask if he could come in tomorrow even though he did not give the 48 hr notice, i told him it was fine since he did put that request in!
- Chanice Holmes picked up her credit card at check in.
- Morgan will arrive at 11 to meet with Jacques for a tour.
- Cleaned and organized the concierge desk, cabinets, and closets
-

Nov 4, 2024

- November 4th Robert and Jonathan from RDNC wines will be arriving at 11:30 for their wine tasting event around 1:30
- Avery Dutcher will be here soon for tour/meeting with Jacques
- Tyren Snyder came to pick up his wife Adriana Salazar's credit card for Adriana Salazar it was left in the bar last night.
- Good morning Raquel, someone may be calling you in a bit about their corporate membership. The two guests that arrived said that William Boasberg is the one over the corporate membership for their company and did not give them guest passes. They were under the impression that they could give their name and we would be able to access a list of all members under the corporate membership. From my understanding, corporate membership includes 10 guest passes each month but the head of each corporate membership is supposed to provide their members with the guest passes before they arrive at the common house. I did inform the guests that the alternative would be to arrive with William Boas and sign in as his guest or if they are able to meet William in order to get the guest passes.
- Donald Jones 12 pm to 1 pm.
- Latch card last 4 digits 2439 given to fitness equipment delivery and will be returned once everything is unboxed and installed.
- Donald Jones will be sending over a guest list. He was approved and they will be in the social hall on Friday.
- Filled more welcome packets.

- RNDC is holding a case of wine at the concierge desk until the event is over.
- Scanned and emailed all invoices up to date
- Latch key last four 9204 has been turned in.
- Blaine did a gym locker audit and any items that did not belong to anyone in the gym at that time were taken down to the concierge desk. There is one blue gym bag with items and the other items were placed in a cardboard box labeled "Gym stuff 11/4/24"
- Organized the control room and restocked towels on the shelves
-

November 5, 2024

- Remind managers to double check hot water heaters after water line repairs are complete.

Nov 6 2024

- Cleaned the fridges in the bathrooms
- Ordered Printer paper
- Scanned invoices
- today's 2pm tour attendees
 - Beau Moss
 - Shayla Nagy
 - Paulette Hurdlik
- caught up on emails
- Apsu Hamilton is good to enter the house. Payment information has been updated - waiting to hear back for the billing department regarding reprocessing payment. Thanks
- Delivery from amazon came in i think "under the sink shelves."
- **Andrew Albert** will be coming in today to grab a drink at the bar. He's not a member but we're offering him a free drink. - let the bar know to charge to "membership"
- The red air pods on the desk are Robin Barnes, she said she come back for them
-

Nov 7 2024

- We are expecting a Jamaul Ford today he has this "digital paper key"
- We are expecting a Lydia Casler for Jaques.. There will be 3 guests. She has a lunch Reservation
- Apsu Hamilton is good to enter the house. Payment information has been updated - waiting to hear back for the billing department regarding reprocessing payment.

- Metropolis is having issues. The code that it texts customers to pay does not send thus people cannot pay to park. - slacked sarah
- Multiple members did not check in, saw them sitting in the coworking space. Douglas watters, eliot nixon and a few other faces i did not see check in. update douglas did come check in just now when he left.
- Printed whiskey tasting cards.
- Member Brad Breuhl called requesting to pause his membership. Sent him Raquels contact
- Regina burton - until monday

November 8, 2024

- Ian Bishop,
- Visit approved to Common House New Orleans.
- Friday, November 8 2024 at 6:00PM CST.
- Member + 3 guests.
- **Donald Jones + 30 will be having additional guests for drinks at the club on Friday evening. He is going to give us a list by Wednesday - will need to put reserved signs on the black and white couch areas (pls print)**
- Jasmine Simmons Edmonds stopped by to pick up her charger.
- Membership Sign up Cheat Sheet for Open House printed and placed in the concierge drawer until needed.
- John Aldon Green was given a Latch card to view the space. He was a guest of Grayson and permission was given by Sarah to allow the guest to take a look around the space. Potential vendor for printing advertisement needs. brochure and business card left for Grayson
- Luggage is stored in the closet for Tish Spearman until she returns from her break. Tish picked up her bags from the concierge desk when she returned.
- Christopher Balderrama presented a digital emailed key. I checked the guest in and gave him a wrist but also asked management if this is something new that we are going to do moving forward.
-
- Informed management and slacked memoir concierge as well to inform Memoir hotel guests and residents to use Memoir address for their Uber Eats deliveries. Hotel Guests are entering their names and room numbers but attaching 420 Julia st. as the address.
- Sam Buckley picked up his lost Airpods. He used his phone tracker to verify.
- Jane Taylor was having issues with Latch earlier today. I did a reset on her latch account and had her reinstall her latch app and she verified that everything was working properly.
- Kristen Augustine claimed her items that were pulled from the gym lockers during the audit. There are still a few unclaimed items.
-

November 9, 2024

- Villeres Florists will be stopping by on Saturday November 9 between 10 a.m. -1pm to drop off floral arrangements for the Morgan Pierce Repass in Lilli Room.
- 4 packages delivered
- Updated menus were printed but unable to cut the club menu and breakfast menus due to the size of paper. Management was informed.
- Food cards printed and handed off to management for Repass and open house.
- Taylor Jackson lost her nissan key fob. If anyone returns it please update her
- Takia Nelson will be coming in tomorrow to pick up her ring light from L&F

November 10, 2024

- Nathalie Dani, a visiting Sonato member will be dining in at 1 p.m with her daughter. She was interested in a future booking of 50 people in the event space. I gave her the business card of Jacques.

November 12 ,2024

- Member Nathan Braud is unable to use latch to enter the door in the elevator hallway that leads to the restaurant - messaged Jaina about this. I went with him to see what was happening and it does not work - he is a member, not a tenant
 - Same thing happened to jennifer jeanssonne
- Had some hotel guests come check in :) YAY in the past they were usually confused about the check in process.
- The memoir guest list is up to date for the next seven days
- Today is the last day to get a discount on the initiation fee
- Thao Doan's voucher is here at the desk. The voucher has been credited to her F&B account a

November 13, 2024

- Grant Grudlie continues to enter without a membership as a guest of Mason Walsh. He claimed that they have a corporate membership but he is not in the system. Raquel Roman
- Claire Sisisky a member of the Richmond location of Common House visited the house today. We probably need a system for CH members from other locations since they do not go through Sonato. - reciprocal club members are in seven rooms
- Orleans Coffee delivery arrived.
- New AGM Brandy and sales manager EI came in today so make sure to say hello :)

November 14

- Expecting Visitor Beau and 1 guest - approved by Raquel - he came in
- Had 3 pairs of people that wanted to view the space, I let them walk around but told them to stay on the first floor bc of latch - it might be beneficial to have someone here to do impromptu tours on specific days

Matthew Emory's Happy Hour

Send them over to the white and black couches. This group will be wearing pink wrist bands

Y=

- Alyssa Fassano
- David Chaffe
- Caleb Roberts - here
- Chris Cox
- Dan Brouillette
- Joe Mulford
- Jordan Daigle
- Janaki Comeaux
- Kim Talu
- Molly Rowe
- Emily Minninberg
- Kelcey Andrews
- Janifer Martin
- Indy Gakhal
- Trent Webre
- Angela Sutton
- Nina Sinceno

Jane Ratzer, plus 4 will be coming for the music tonight

There is a Check in sheet for the city park discussion

Jocelyn Coffman - Visiting from Charlottesville - will be in house 11/15-11/16

November 14

Ghazi's Common House List

- Khadijah Joye
- Melissa Fandal
- Vlada John
- Angie Makishi

- Chantelle Santiago
- Christina Reyes
- Shyla Evangeline
- Bébé Adebisi
- Ashley Percle
- Kyle Bardell
- Sthar A
- Niki Thompson
- Lizzy Jeff +1
- Stacey Muhammad
- Kai Nadirah
- Cubs The Poet
- Jay McKay
- Kr3wcial
- Torren Carter
- Kennae Smith
- Taylor Hunter
- Heaven Boudy
- India Douglas
- Yana curry
- Glenn St. Patrick
- Cori Hardy
- Courtney Hardy
- Dominic Scott
- Kiana Ardion
- Iriane McCray
- Daniel Montgomery
- Brandon Johnson
- Laure Blake
- KRIS Johnson
- Frank Freddy
- Edward Buckles
- Mace P
- Armani Meredith
- Shari Wilson
- GLBL WRMG

ARRIVED

- Jeanie Voltsinis *
- Cambre Smith *

- Annie Griffin *
- Wayne Clark *
- Pell +1 *
- Yuri Jones *
- Wayne Stewart *
- Jumi Ekunseitan *
- Jada Thompson *
- Donica Joseph *
- Joshua Casimier +1
- Marie James *
- Stacey Jones *
- Charie Hughes *
- Zechariah Pierre *
- Clincy Harris *
- Lew Lewis *
- Aisha Martson *
- Ana Vasquez

...we need to start requiring emails - these could all be leads

- Lady who ordered food to go complained about a hair in her food. I offered to comp it for her or have the restaurant make a new one. She declined the offer but said she just wanted to let us know

Nov 16

- Jamel B-day Party
- Scanned invoices
-

November 17, 2024

- Jeffery Su will be visiting from the Pershing with his wife for brunch
- Saints Sunday
- Organized menu folder for easy printing Please look under the Desktop folder > Menus > Fall menus Print Ready

November 18, 2024

- Kevin Smokler+2 guests will be visiting from the Battery in San Francisco. @2pm
- Jeffery Su will be visiting from the Pershing with his wife.
- Chelsea Cordero+1 guests will be visiting from the Gathering Spot LA @ 9:00 am.
- Chelsea canceled her visit through sonato.
- Alyssa Weldon has been verified through sonato and an alliance member
- Eli, a member at the Richmond location, stopped in with two guests

November 19, 2024

- Rev optimal in the Bridge room until 5:30
- Dominique Simone's group is in the Conference room until 4 pm

November 28th, 2024

- Laura Gabb visiting for lunch with her husband from AllBright Club at 1:00PM
- The reservation above is scheduled on thanksgiving day we'll be closed

Nov 27, 2024

- Thurman Green+1 will be visiting from the Gathering Spot: Atlanta to celebrate his 36th Birthday.
He has a dinner reservation for 7:00 pm.