



JAMIE COOPERSTEIN, CEO

Jamie Cooperstein teaches companies, job seekers and students to enhance the customer experience which is a natural extension of a decade spent as a “Five Diamond” concierge. As a speaker and trainer, she infuses both storytelling and interactive exercises into her programs to make sure that attendees leave feeling both motivated and with the necessary tools for reinforcement. As a consultant, she can help bridge gaps between executives and those “working in the trenches” for the benefit of your customers.

Jamie was named a Billy Penn “Who’s Next Under 40” honoree and prior to opening J. Cooperstein Hospitality Consulting, LLC, a certified Women Business Enterprise (WBE), Jamie was the Director of Concierge Services for a boutique property management firm. There she played an integral role in implementing lifestyle services at their portfolio of luxury high-rises. Jamie was also a Concierge at the AAA Five-Diamond award winning Rittenhouse Hotel and Condominiums in Philadelphia.

She is a former President of the Philadelphia Area Concierge Association and has obtained her Master’s degree in Tourism and Hospitality Management from Temple University. When not working with private clients, Jamie serves as an Adjunct Professor at Drexel University in the Department of Food & Hospitality Management. Jamie lives in the Society Hill section of Philadelphia with her husband and strong-willed, princess loving 3.5-year-old.