

Daily Breeze

RB pair can help you buy some time

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Bibi Goldstein will shop for you, walk your dog for you.

She may even chew your food for you. Or maybe not.

Goldstein, 39, co-owns Buying Time, an errand and personal assistant service that started in February of last year.

The Redondo Beach resident and her business partner, Tandie Dalziel, spend their days taking care of clients' chores, from the home and store to the office and dry cleaners.

Before co-founding Buying Time, Goldstein spent 21 years in the transportation and logistics industry in such jobs as a regional transportation center manager for UPS.

What does your job entail?

Taking care of the details so you don't have to. It's going shopping, picking up and dropping off your dry cleaning, picking up your mail, walking your dog. It entails anything and everything that you don't have time to do, as long as it's legal. We offer a variety of services from home organizing to office organizing. There's that relief of knowing it's going to be done. We may have a client who says, "I have a cubbyhole in the back of my garage that I need to clean up." We have several clients who e-mail us their grocery list on a daily basis.

What other office work do you do?

We work with people with large businesses who don't need a full-time assistant. They'll send us dictation to do. They'll send us travel arrangements. If there's an event, we'll set up the catering and everything else. We help people pay their bills, do data entry into their bookkeeping system, reconcile their accounts at the end of the month.

What do you charge?

We charge \$30 an hour.

How many hours a week do you work?

Right now, we're probably providing service for about 100 hours a week. We have capacity to do much more than that.

Have you ever turned down business?

The only time we've ever turned down business is in a situation where somebody was outside our area.

What's your area?

We cover Palos Verdes out to Manhattan Beach and El Segundo.

What's the best part of your job?

The thank-yous. It's so rewarding. It's amazing that you can do something for a client and they'll say thank you. And the next day we'll do the same task and they'll say thank you again. I've never had a boss that did that.

What's the worst part of your job?

For me, the worst part is not being able to get enough people to try us that first time. But there's no task I have not thoroughly enjoyed.

What's the weirdest task you've had to do?

Probably the most overwhelming job was we had a client with a promotional business. We literally sorted through thousands of pieces and had to sort key chains, flashlights, pens. There were some things we had to put in a separate pile because we didn't know what they were. I'm surprised at the amount of stuff that you can put your logo on.

What was your most unusual job?

We had one client who hired us to sit for six hours while audio equipment was installed in his home. We do a lot of home-waiting business like for DirecTV installation.

Any funny stories?

Like when we don't know what a client is looking for and trying to figure out what it is. For example, we had to get pH strips for a client.

What are those?

It's the little strips that go into your pool or Jacuzzi to find out the chemical balance. But for someone who doesn't have a Jacuzzi or pool, how would they know?

How do you figure out what to get?

Usually we check the Internet or we check their buying history to see if we've purchased something like that before and where we purchased it.

Have you ever been unable to fulfill a request?

Yes. There have been times when someone wants something specific like something organic and it's not in the stores. It's always disappointing.

Give me an example.

We had a client who was looking for gardenias and couldn't find them. And we couldn't find them either. Apparently, they were not in season.

Have you ever been hired to get a cat out of a tree?

No. We had a client who actually locked herself out of the house, and we had to let her in.

How did you let her in?

We have her key.

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