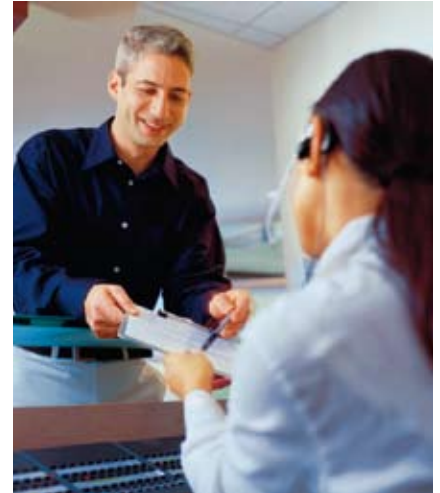


## Reception Service

## Infrastructural Building Management

### Professionalism, friendliness and cooperativeness are the key to your success

The first impression counts, not only for yourself, but also for your clients. For our employees, close identification with our client is a matter of course. Ongoing training and client-oriented processes guarantee a high quality standard of quality.



### Your reception is our calling card

#### Description of services

Reception service tailored to client requirements.

The following services are available complete or modular:

- Client oriented reception service
- 24-hour reception service
- Telephone service
- Access management
- Key management (furniture and building)
- Security systems surveillance
- Emergency intervention
- Parking area management
- Receipt of lost property



#### Quality requirements

- Satisfied building users and visitors
- Friendly, competent, correctly attired and recognizable employees
- High standard of professional service
- Loyalty to and identification with the client
- Client oriented operation
- Professional documentation / certification

#### Quality control / Auxiliary aid

- Client satisfaction survey
- Internal and external audits
- Complaints management
- Training certifications
- Ordering, Direction and Information system (ASI)
- Checklists / procedures
- Client specifications
- Service Level Agreement (SLA)

#### Your advantages

- Motivated and qualified reception staff
- High standard of quality
- Complete and professional representative organisation

