

# Securitas USA Concierge Services



## Uniquely tailored for your high-rise community

A high-rise residential building is a community of its own, with unique reception and safety needs for residents and visitors. Your residents call their building home, and they desire a quiet, safe, and hassle-free living environment. Securitas USA can go beyond the traditional security post and the reception desk to provide a full-service, affordable security concierge program that utilizes state-of-the-art technologies.

Our security services are available to meet the needs of residential high-rise buildings, and our concierge professionals are trained to:

- Deliver the highest level of customer service
- Provide individualized attention to detail
- Conduct life safety training courses for your community, if desired
- Develop trusted security policies and procedures
- Foster local police relationships through industry best practices

### Professional, Friendly Customer Service

Your community's residents want to feel safe and secure in their home, but without feeling like they are greeted by a stranger every day at their building entrance. Our front-desk personnel will become part of your community, and will greet residents and visitors with a friendly smile, all while professionally poised and dressed.

We can provide traditional reception services, such as managing visitor access and answering the desk phones when management is unavailable. But we can also go beyond these duties and provide a complete concierge solution. Getting to know the residents, greeting them by name, and lending a hand with packages are just a few ways we can go that extra mile to help your residents feel comfortable every day.

**“As we become familiar with your residents, city and building, we look forward to becoming a valued asset to your residents’ community.”**



**In addition to security duties, Securitas USA front-desk personnel can provide additional concierge services, if requested:**

- Coordinating local transportation, such as a taxi or car service
- Managing deliveries via digital package-tracking and retrieval
- Assisting with dinner and entertainment reservations
- Helping ensure that personal services are tended to, i.e. dry cleaning, grocery deliveries

**Responding to Building Issues**

Before we begin front desk security services, Securitas USA will perform an operational analysis for your community. We will work with you to determine procedures and concierge duties that align with your security management plan and internal policies. This will help our concierge team learn about the building and respond appropriately to security incidents, building alarms, and emergencies as they arise.

When a resident calls the front desk with an issue, such as a room lock-out or a noise complaint, a Securitas USA concierge will assess the priority by referencing the building’s policies and procedures, and then work to resolve the issue through communication with the maintenance team.

**Training and Preparedness**

Securitas USA has the expertise and resources to effectively train our security officers, which can include CPR, First Aid, and AED training. We have developed customized training programs that specifically focus on building operations, such as ID card systems, package and delivery control, video surveillance systems and preparedness for fires, bomb threats, and natural disasters. Each program culminates in an examination so that our personnel are fully ready to help manage your site.

We understand that your high-rise community is a unique environment, and we can provide training specifically for concierge personnel. Courses focus on topics such as dealing with difficult visitors, customer service essentials, and telephone excellence. Securitas USA is committed to continually improving the level of customer service that our concierge personnel provide to your community.

**Our Commitment to Service**

Our first priority is to help maintain a safe and secure environment for your residents. After we help assess your community’s security and lifestyle needs, we will work closely with your team to customize a security concierge program.

Securitas USA strives to go beyond the static security guard post and is committed to providing your residential high-rise community with the highest level of concierge presence, while helping maintain a secure environment for residents.

**For more information on how Securitas USA can improve security and concierge services for your community, please contact us at 877-281-5543 or visit [www.securitasinc.com](http://www.securitasinc.com)**