

THE OLD POST OFFICE

Door supervisors for leading pub chain Amber Taverns

TASKING

We deployed door supervisors for an upmarket late-night establishment in Brighouse, West Yorkshire.

Our team offered local knowledge of the area, enhanced customer service and operational support.

SOLUTION

We handpicked our staff in line with the client's requirements, their suitability for the venue and track record in the industry.

Our contingency arrangements meant that we were able to deploy staff at short-notice, arrange cover in the event of staff absence and meet operational requirements no matter the situation.

BENEFITS

1. Enhanced brand image

We devised a venue specification for staff which required the display of a smart appearance comprising formal work attire combined with impeccable hygiene and grooming standards.

2. Local knowledge

Choosing staff with knowledge of the local area proved invaluable in building relationships, enhancing community safety and tailoring our services to suit the demographics of the area.

3. Exceptional customer care

Our staff deliver exceptional customer service in a concierge or front-of-house position; deliver first-aid whenever it's appropriate; and take ownership of the welfare of customers, visitors and members of the community.



AT A GLANCE CHALLENGES

- Remote location
- Requirement for operational flexibility

BENEFITS

- Enhanced brand image
- Local knowledge
- Exceptional customer care

MY DETECTIVES

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