

# WERNETH SUITE

Security concierge and car park management

## TASKING

We replaced the client's previous supplier for SIA security concierge services due to unresolved issues with staff performance.

Our team offered a premium alternative to the previous supplier to enhance the delivery of customer service, increase the satisfaction of customers in the venue and improve operational standards.

## SOLUTION

We deployed an exceptional workforce together with an agile checking-in system, contingency arrangements and scrupulous working practices.

To compliment this, we implemented measures for regularly deliver venue surveys, audits and quality assurance.

## BENEFITS

### 1. Cultural awareness and sensitivity

We deployed a diverse workforce able to demonstrate maturity, life experience and cultural appreciation.

### 2. Quality focused service provision

Choosing us gives you a cutting-edge over competition. Our staff are subject to enhanced screening and vetting; wear formal work attire; and are trained far beyond industry standards.

### 3. Enhanced customer service

Our staff possess demonstrable people skills, interact with customers and deliver exceptional customer service in a concierge or front-of-house position.



## AT A GLANCE

### CHALLENGES

- Potential cultural barriers
- Requirement for operational flexibility
- Varied job duties

### BENEFITS

- Quality focused service provision
- Enhanced customer service

## MY DETECTIVES

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