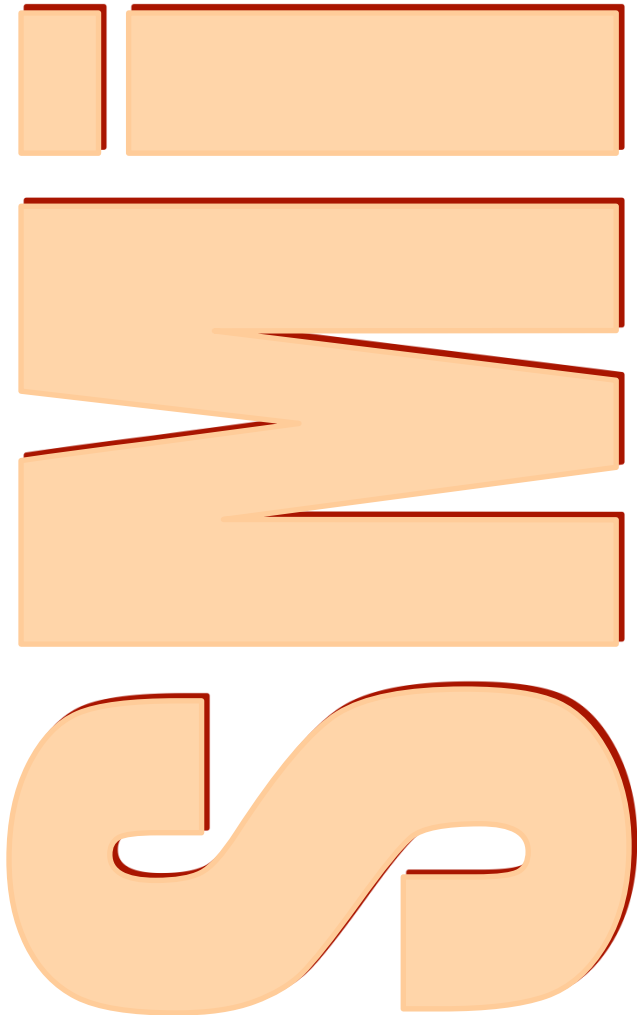




**CONCIERGE
SECURITY
SERVICES
TRAINING**

SECURITY MANAGEMENT INNOVATIONS



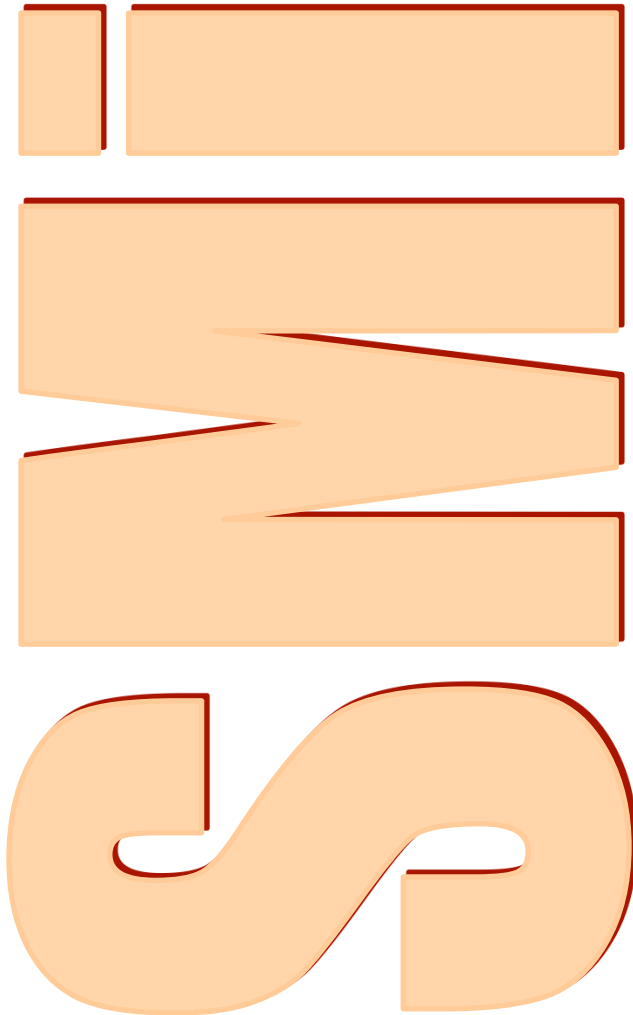
- Turn off your Cell Phones or place them on silent!
- We appreciate your thoughtfulness to the other participants!!

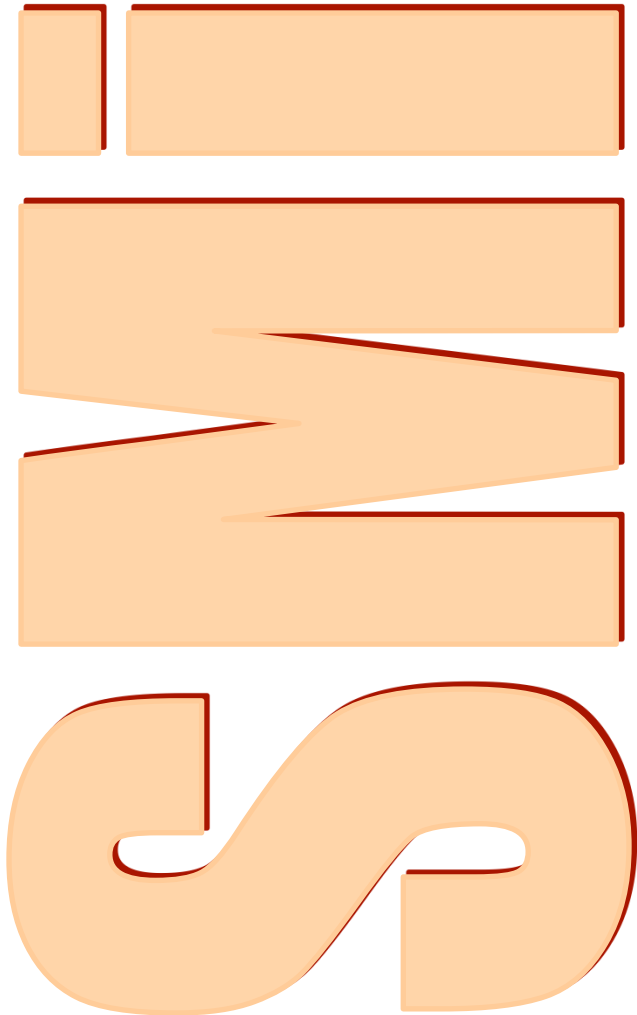


Course Objectives

At the end of this training, participants will be able to:

- Operate and communicate with complete professionalism.
- Respond appropriately to difficult situations, guests or residents.
- Be more aware of and build on their listening skills.
- Understand the meaning of and provide quality concierge service.
- Fully handle the challenges and expectations of working a concierge desk.

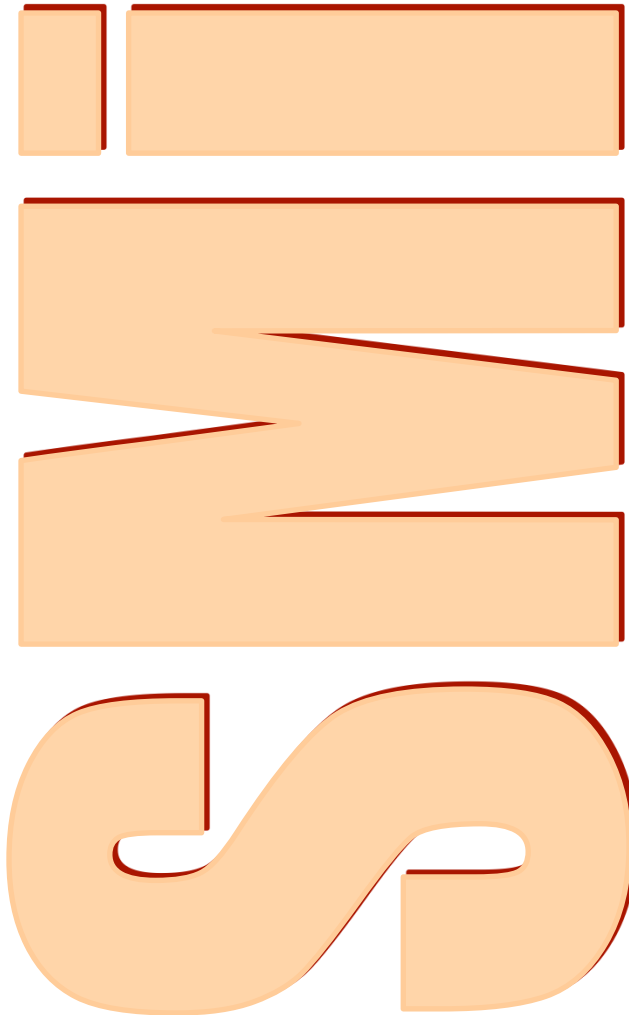




CONCIERGE SERVICE Appearance

First impressions are everything and we only get one chance to make a good one.



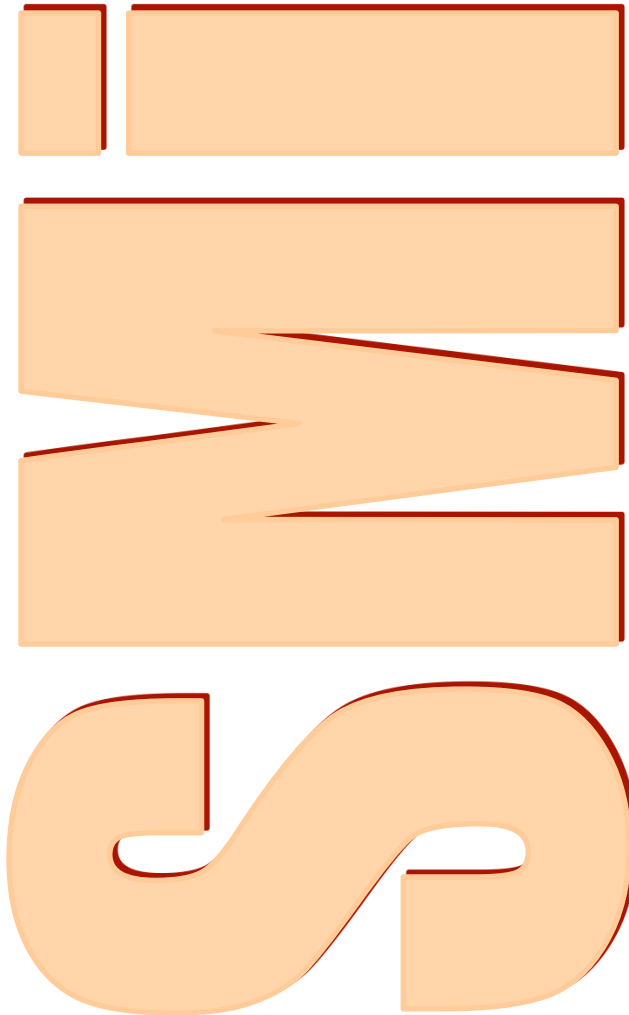


CONCIERGE SERVICE Professionalism

Do you have what it takes to win with the customers and visitors that will come to the property?

Service Winners

Service Failures

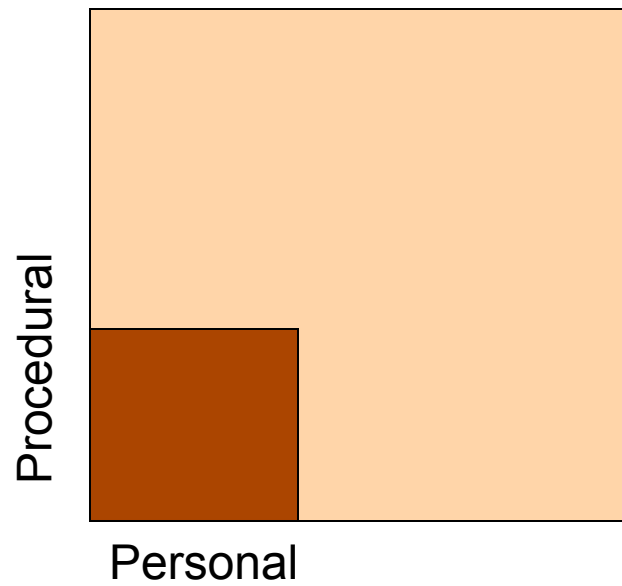


Four Types of Customer Service

- The Freezer
- The Factory
- The Friendly Zoo
- Quality Customer Service

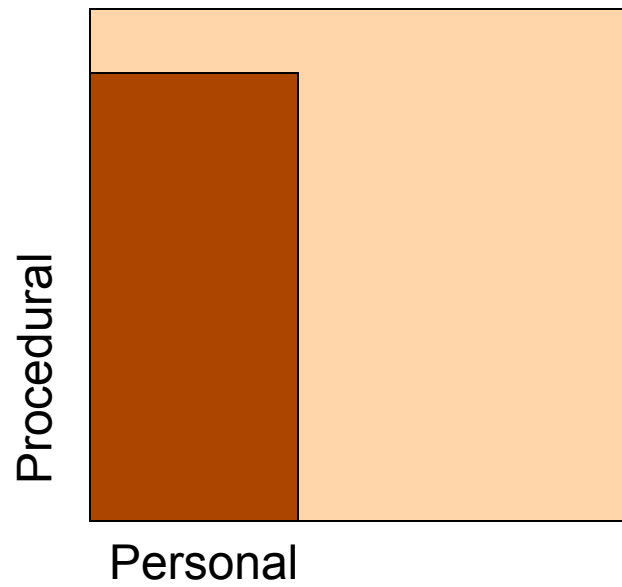
ISMS

The Freezer



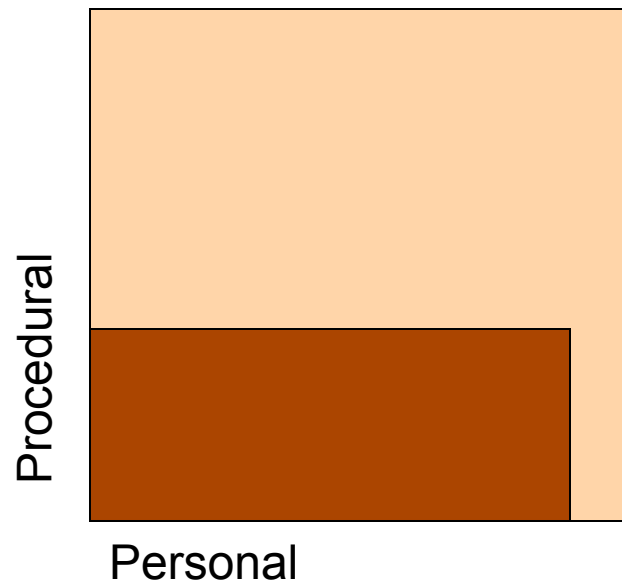
ISMS

The Factory



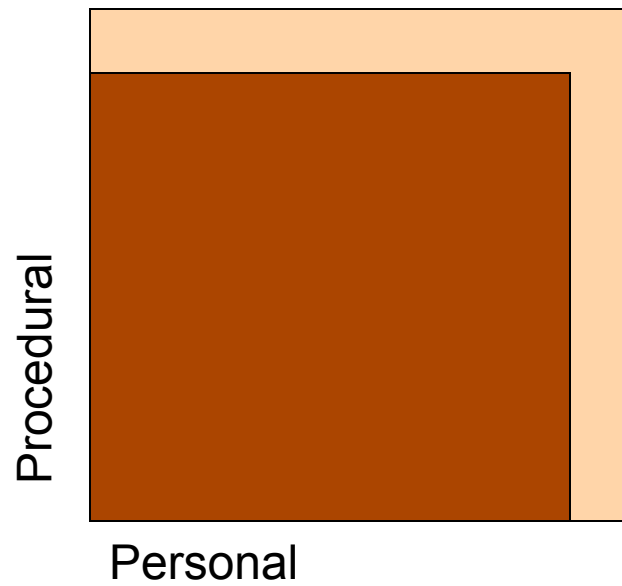
ISMS

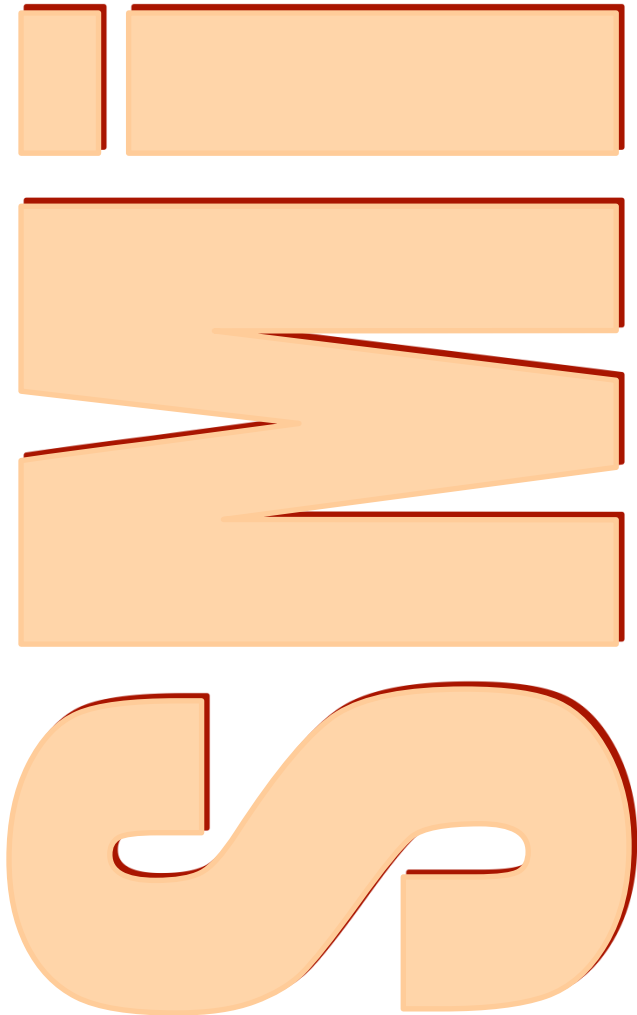
The Friendly Zoo



ISMS

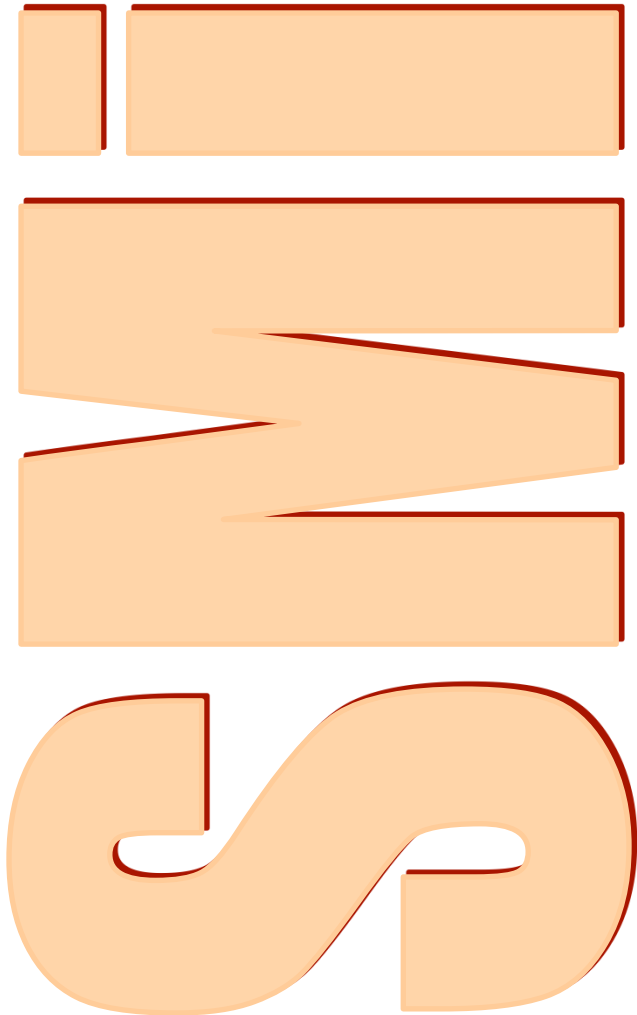
Quality Customer Service





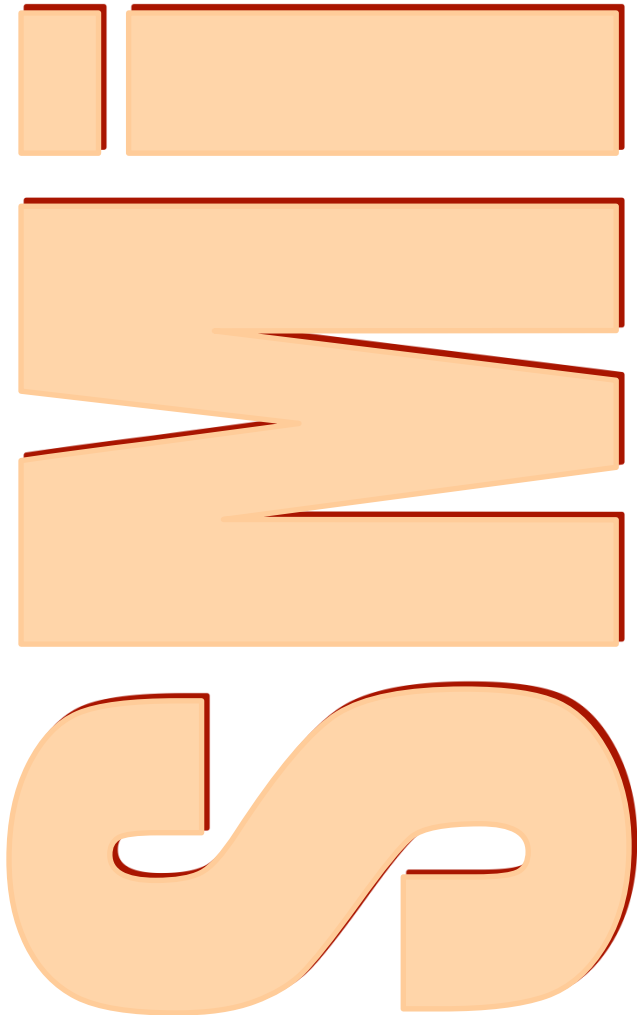
Expectations of Concierge Security

- Ability
- Alertness
- Attitude
- Courtesy
- Job Interest
- Tact and Diplomacy
- Professional Image



How positive is your attitude?

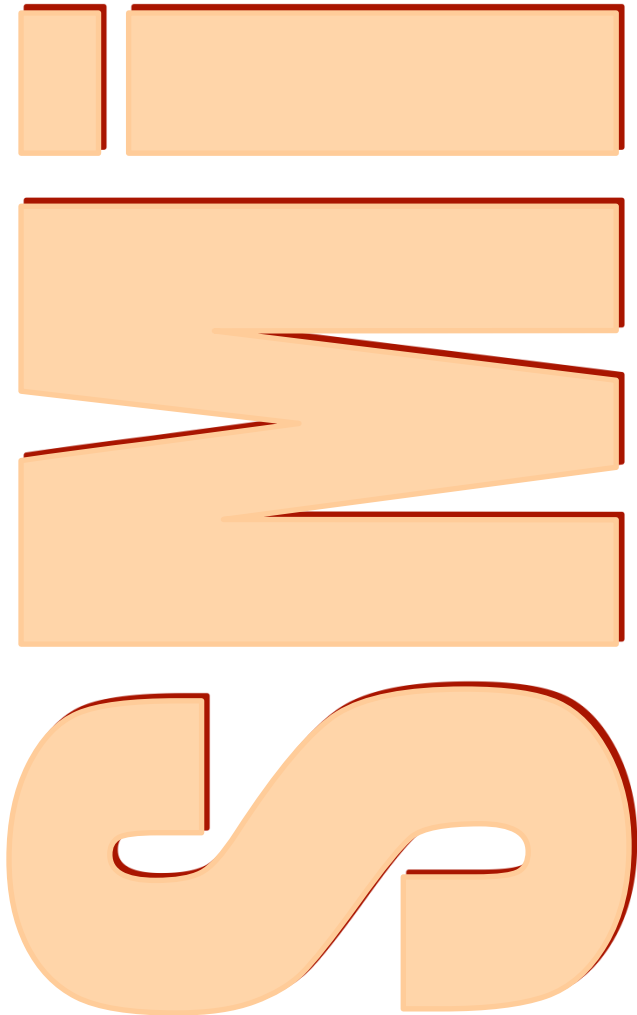
- Interacting with others
- Your tone
- Effective telephone etiquette



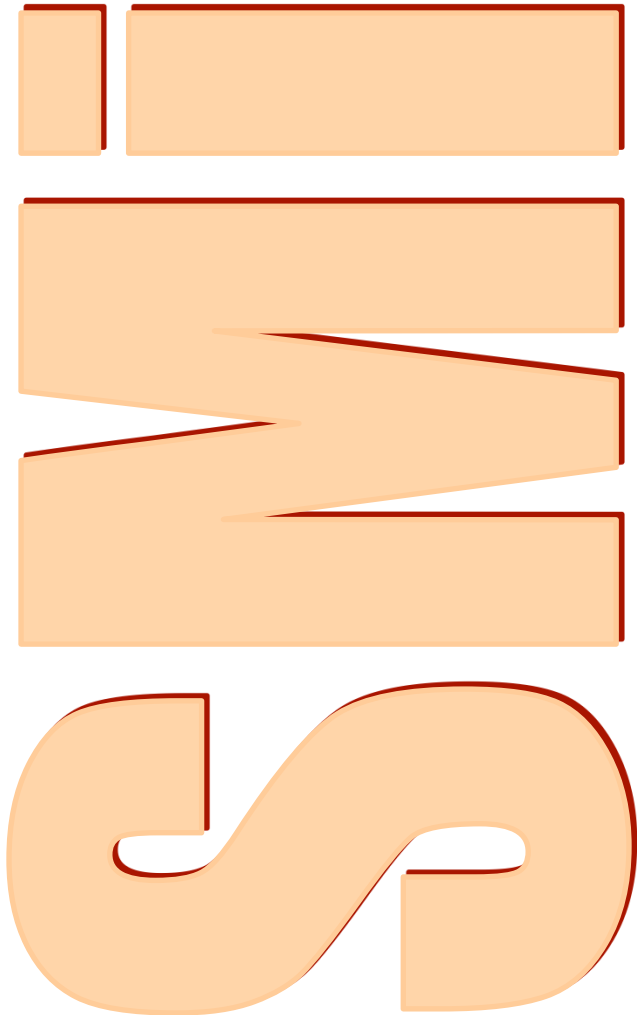
Customer Needs

- Help
- Respect
- Comfort
- Empathy
- Satisfaction
- Support
- A friendly face or voice

Difficult Residents or Guests

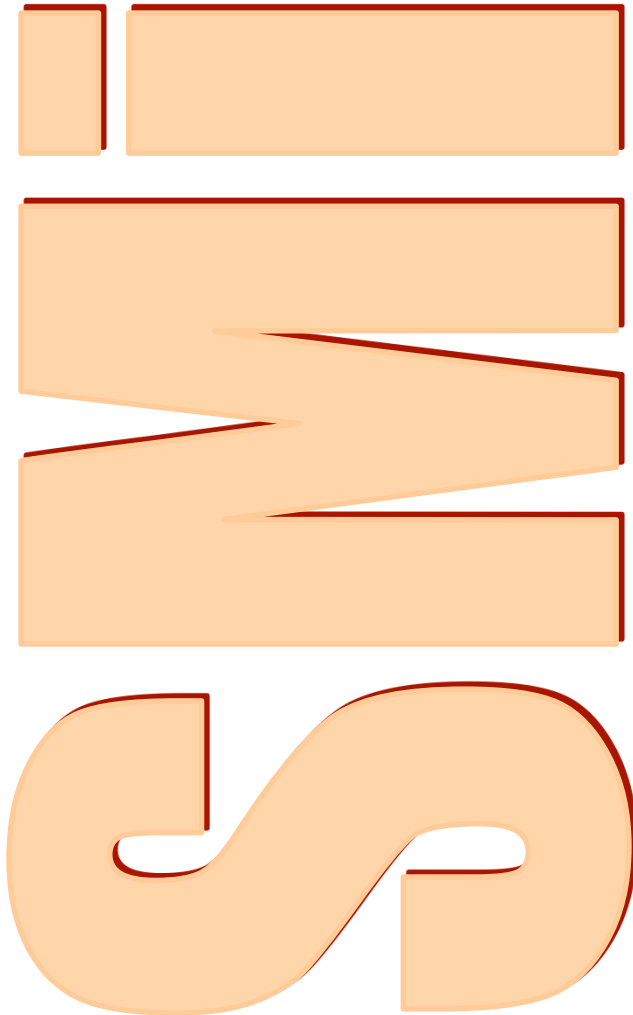


- The angry customer
- The nasty or obnoxious person
- The seething, but silent individual
- The constant critic
- The nonstop talker
- The odd ball
- The indecisive person
- The intoxicated guest
- The argumentative resident



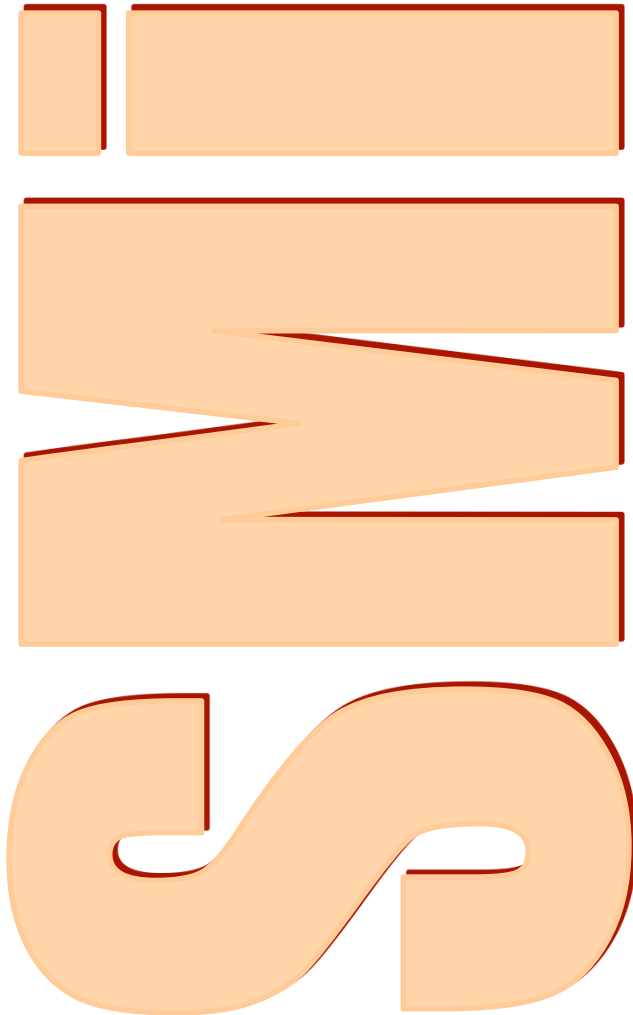
Dealing with Difficult Residents or Guests

- Don't take it personally
- Remain calm. Listen carefully
- Focus on the problem, not the person
- Ask for help from others



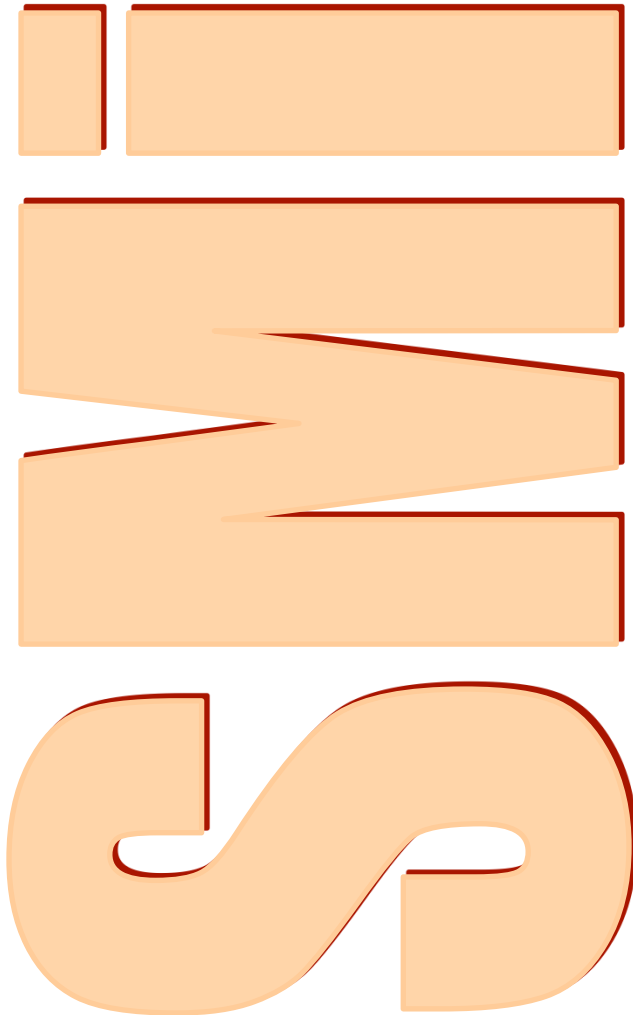
Maintain Integrity and Professionalism

- Present a professional image at all times. Always stand, sit or carry yourself in a dignified manner and be both courteous and responsive in your dealings with the guests and residents.
- Maintain the post to which you are assigned in a clean and orderly fashion.
- Remain awake and alert at all times. Being inattentive to duty, sleeping, or presenting the appearance of sleeping is strictly prohibited.



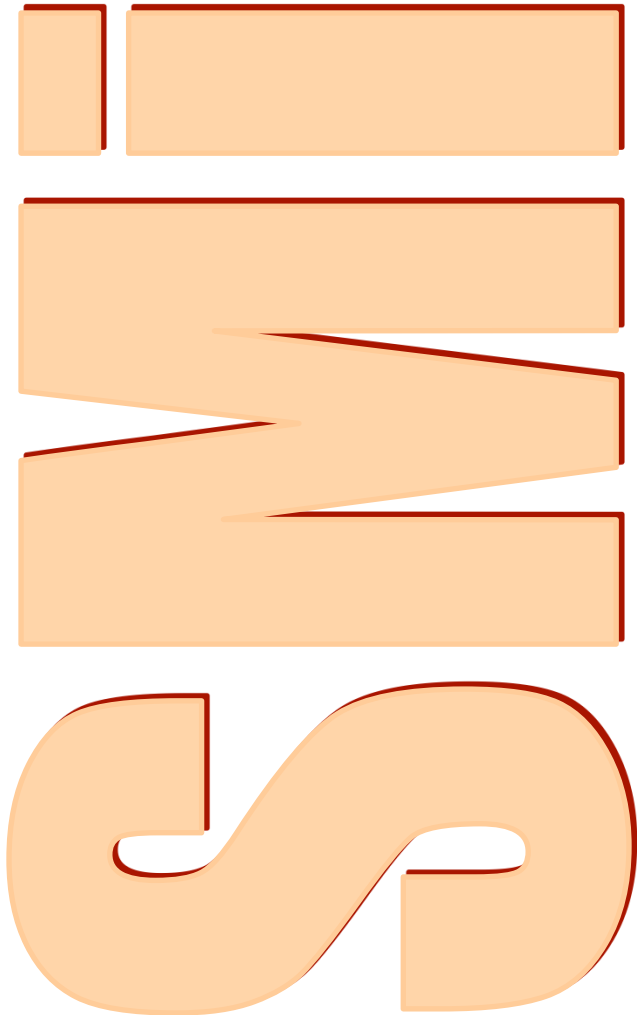
Maintain Integrity and Professionalism

- Avoid reading material other than that furnished for instruction in connection with the job requirements and assignment.
- Avoid listening to radios, watching television or use any unauthorized electronic, audio, or video device. Use of these devices shows a less than professional attitude to the guests and residents.
- No smoking or eating in prohibited areas. Smoking must be done at a reasonable distance from the property.



Maintain Integrity and Professionalism

- Avoid congregating with fellow security personnel around the work area other than that which is required to perform your job duties.
- Horseplay, loud joking, and gesturing should not be done while you are on post. Anytime you are on the property you are to maintain a high level of professionalism
- Logs, records and reports are to be kept accurately without any misleading information.
- Handle resident's property, i.e. packages, mail, etc with extreme care.



REMEMBER

Courtesy - Earns Respect

Knowledge - Gets Results

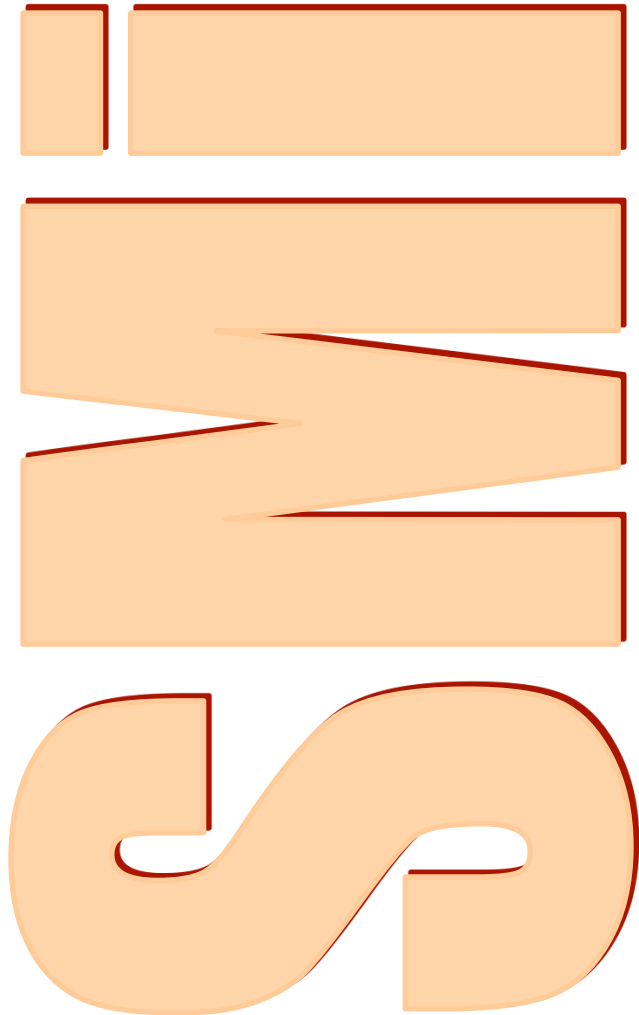
Service - Increases Goodwill

A Smile - Makes Their Day!

ISAS

**QUESTIONS
OR
COMMENTS?**





**CONCIERGE
SECURITY
SERVICES
TRAINING**