

CASE STUDY

CORPORATE PROPERTY: EXECUTIVE INVESTMENTS LTD

OVERVIEW OF MAJOR RESULTS

- C.UK provides security for Hyde House which is a property owned by Executive Investments Ltd; added value includes post sorting and delivery management
- A customer focused officer was recruited internally, thus proving career path to our employees and encouraging motivated officers
- Our client, Gary Blatt, is pleased with the service: “We consider C.UK to be a responsible and reliable security company. Our officer is well suited to the duties required”

SITUATION

Executive Investments Ltd is a private property trust that owns Hyde House as a property investment. C.UK provides security for Hyde House.

The role of the officer on the Hyde House site is predominantly front of house reception and patrolling. There are also value-added responsibilities, which include dealing with deliveries and the sorting of post, and greeting the wide variety of visitors to the building.

C.UK SOLUTION

It was apparent that the officer required for the successful running of this contract needed to have a confident and customer-focused approach. C.UK knows that its security officers, just like in any other industry, want career progression. So although C.UK had the option to recruit specifically for this role, it was decided to identify someone from inside the company who wanted to gain experience in corporate property security.

CASE STUDY

An internal search located an excellent officer working in the travel centre reception of one its major rail contracts. This officer had a proven track record in providing excellent customer service, whilst dealing with clients in an assertive, yet diplomatic manner. His possible transfer was discussed with the rail client, and once a suitable replacement had been found, his move was warmly accepted by his then client manager. His transfer to Hyde House proved very popular with Executive Investments and he has now been the regular site officer for more than two years.

One concern of the client was the fact that due to the location of the site, any relief officer had difficulty in getting to work on time. This had been a previous issue. However, as part of their recruitment campaign, C.UK sourced a local officer who now provides relief cover, when required.

RESULTS

The client is more than satisfied with the way that C.UK has listened to their wishes.

Our client contact, Gary Blatt, noted that “We consider C.UK to be a responsible and reliable security company. Our guard is well suited to the duties required.”

CONTACT :

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