



Reception and Concierge

Product description

This product offers a complex solution for reception service. We also provide complex service regarding operation and staffing the reception, as well as providing care of the receptionists.

The Concierge product is an additional service giving the client more comfort in arrangements for work and personal time.

Whom is it intended for



All who own buildings or lease premises and need a representative and experienced entrance service.



All who do not have their own employees – receptionists – and need this service.



All who appreciate complex care and comfort in the form of contracted full-scope service.

What does the client get

- **COMMUNICATION** – information service for the tenants and visitors of the reception
- **SUPERVISION** – supervision of phone calls regime, tenants and other persons access to the building
- **SOLUTIONS** – obligations related to fire reporting and fire prevention rules
- **ADDITIONAL SERVICES** – additional sale of refreshments, arrangement of clothes cleaning, copy service
- **COSTS** – the reception costs become deductible costs instead of simple wages
- **EFFECTIVENESS** – systematic reception agenda making training of new staff easier and improving replaceability
- **SMILE** – the performance is both a result and foundation of good work environment
- No need to take care of planning and staffing shifts and dealing with replacements (sick-leave, vacation)
- No stress and extra costs in selecting new staff for the reception
- No need to take care of ongoing education and training of staff
- No risk related to a sudden leave of an employee (maternity leave, injury, notice, further study, etc.)

ARRIDERE

Services with a smile

Product parameters

- The service is provided by our employees trained in reception operation
- In case of refreshments sale, an authorized contractor takes care of the service and control
- Depending on the nature of the building, we provide administration based on the client's demands
- We supervise and manage the following types of equipment: access systems, parking and card system, security alarm, fire alarm systems, CCTV, public announcement and evacuation systems, etc.
- We keep track of reception operation costs and other overviews and records of persons' access to the building, keys and cards issuing, and parking lot access by visitors
- Planning of shifts, records of vacations, arranging for replacements is carried out by our own Reception Manager

What we need to know to prepare the perfect offer

- Working hours of the reception, expected scope of work of the receptionist
- Expected number of receptionists per day
- Requirements for the receptionists (language skills), and proposed dress code and its costs solution
- Overview of the systems used (booking of meeting rooms, help desk, card system, fire alarm)
- Number and location of kitchenettes and meeting rooms
- Location of the cash-box and responsibility for cash at the reception (payment for the meeting rooms)
- Technical equipment in the reception (PC, printer, Internet access)
- Security guard service for the building and setting up cooperation (round-the-clock or only at night)
- Physical layout of the reception regarding work safety and comfort (location of equipment, use of space, temperature comfort, etc.)



Reference

Administration buildings

City West

Prague-Stodůlky, 23 000 m²
Technical management, cleaning, reception, property management, security guards

Garden Eleven

Prague-Vršovice, 15 000 m²
Technical management, cleaning, reception, property management, security guards

Na Pankráci 30

Prague-Pankrác, 10 800 m²
Technical management, cleaning, reception, property management, security guards

Atrium House

Prague, 10 100 m²
Technical management, cleaning, reception, property management, security guards

Arridere s.r.o.

IČ: 04374525, DIČ: CZ04374525
Na Pankráci 1062/58, 140 00 Prague 4 Nusle



Bank connection:
Raiffeisenbank a.s.
Account number: 5080108056/5500



+420 261 30 40 50



www.arridere.cz/en



info@arridere.cz



fb.com/arridere



[www.linkedin.com/
/company/arridere](https://www.linkedin.com/company/arridere)