

## Workman LLP

Workman LLP is the largest, independent commercial property management and building consultancy firm in the UK. Workman manages over 3,500 properties throughout the UK with an approximate capital value of approximately £20bn. Their team consists of over 500 professionals specialising in various disciplines across property management, building surveying, accounting, and business management.

Our relationship with Workman LLP started in 2011, where we were selected as their supplier for security and reception services at their 26-28 Hammersmith Grove building in central London. For over 10 years, we have provided our reception and security guarding service to Workman at their multi-tenanted building.

We are now responsible for two Workman LLP properties in London, amounting to 376 hours of service per week.

### 26-28 Hammersmith Grove

Our receptionists are responsible for meeting and greeting staff, visitors, tenants, and contractors, ensuring all are welcomed professionally and experience first class customer service.

During out-of-hours, the building remains busy, with several tenants working around the clock. This means the security staff duties are multi-faceted, from completing patrols to ensure the control of building management systems, to providing access to tenants, controlling car park use and ensuring security is not compromised.

When we were awarded the contract back in 2011, our first task was to review and improve the front of house service and implement new initiatives. We promptly completed a detailed evaluation of the current front of house service and worked with our client to implement improvements that enhanced the front of house operation. All aspects of our service were bespoke to reflect our clients' precise requirements, brand, and corporate culture. Examples of this are:



**Training & Qualifications:** staff were identified as requiring additional training in key areas, the following training interventions were rolled out to staff:

- providing excellent customer service
- effective communication skills
- telephone techniques
- IT based courses (MS packages)
- NVQ at Level 2 in Customer Service for all our front of house staff.



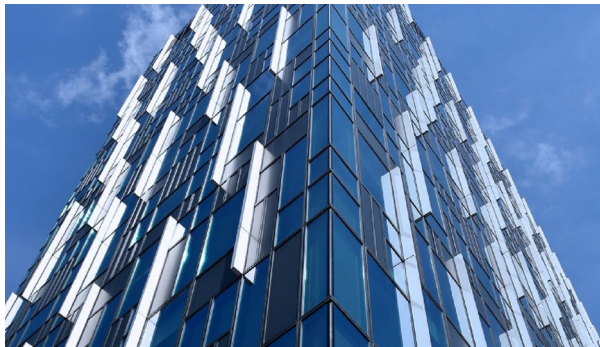
### Enhancing the service provision:

During our regular KPI and management meetings with our client, we analysed the service offering to see what further improvements could be made.

- Examples of new initiatives are.
- Fresh flower service
- Complementary newspapers
- Confectionary for common areas and meeting rooms

### Management of staff:

Regular review of staff performance takes place during one to ones and performance appraisals. We ensure poor performance is managed correctly. In contrast, we identify our top performers and those with high potential, develop and reward them.



### One Croydon

Having previously supplied services to Workman at their Hammersmith Grove site since 2011, we then won the opportunity to manage the provision of their security services at the dramatic hexagonal building at One Croydon, with effect from September 2016.

From inception, we worked in partnership with our client to enhance the service and improve the performance of the existing team members onsite. We swiftly put in place the following interventions:

- ACT counter terrorism training
- First Aid Training
- Revised Assignment Instructions
- Active Guard patrolling and monitoring system
- New uniforms
- Regular one to ones for staff
- 6 monthly performance appraisals



Both our Workman LLP sites are busy, high profile properties. It is essential that our staff are trained and managed to the highest standards, to ensure the level of service required by our client is consistently delivered.