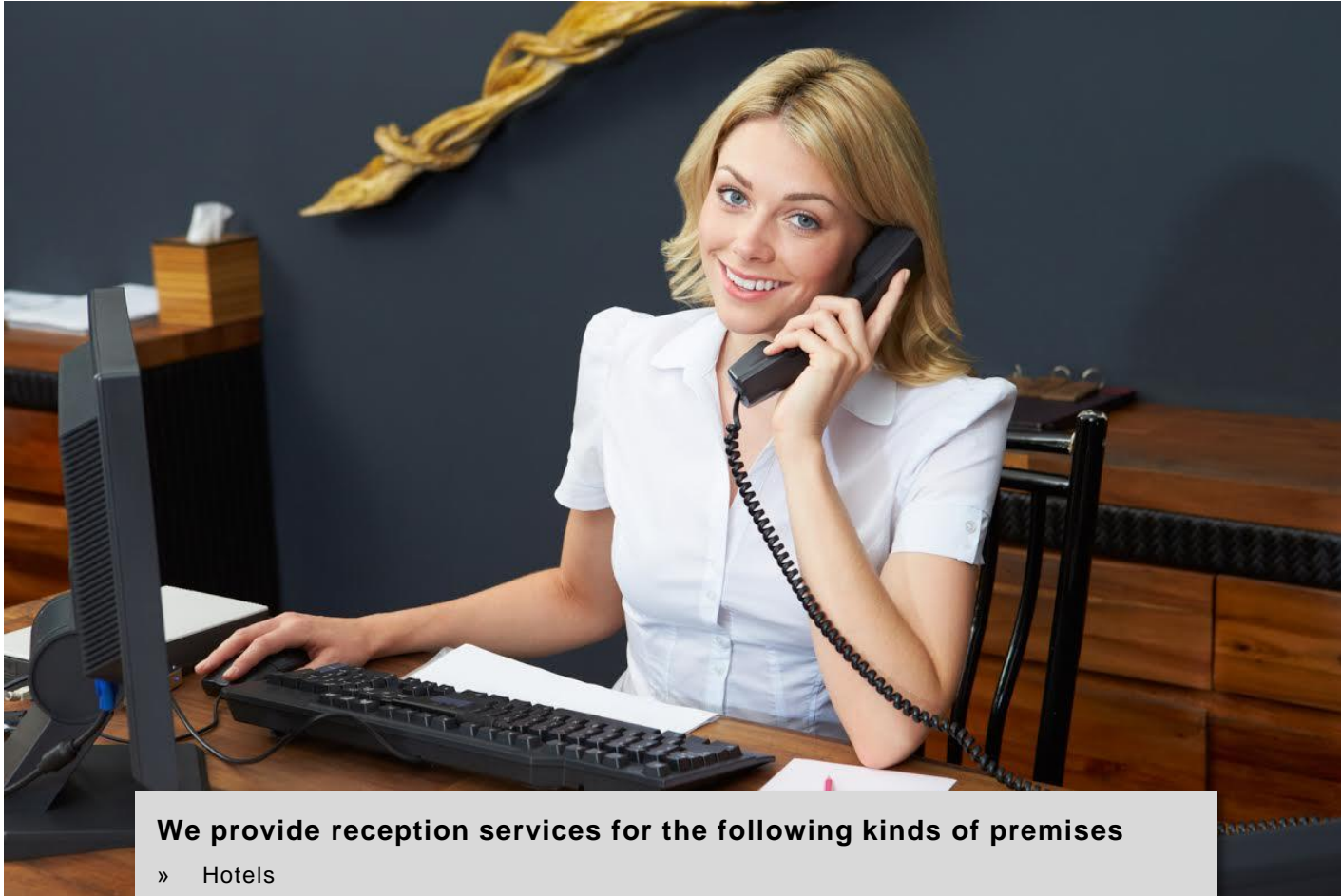


RECEPTION SERVICES



We provide reception services for the following kinds of premises

- » Hotels
- » Administration buildings
- » Industrial premises
- » Tourist and sport centres

* Business hours of the reception – based of the clients' needs, can also be non-stop

RECEPTION SERVICES



Work duties at a reception desk

- » Provision of information service
- » Dealing with incoming and outgoing telephone calls, call forwarding
- » Receipt, sorting and recording of incoming/outgoing post
- » Receipt and handing out of keys
- » Seating, attending to clients and recording of visitors
- » Writing business correspondence, dealing with orders dealing with complaints
- » Preparation of reports and presentations
- » Vehicle fleet administration
- » Booking taxis, accommodation, couriers and flights
- » Ordering office supplies
- » Scanning, copying, and binding of documents
- » Operation of Electronic Rescue System, Electronic Fire-protection System and CCTV System
- » In the case of night shifts – guarding of the premises, grounds and

The duties can differ in relation to the type of premises



RECEPTION SERVICES



Work duties at a gatehouse

- » Primarily keeping records of visitors let into the premises
- » and their subsequent announcement
- » Keeping records of vehicles when entering and leaving
- » Provision of information
- » Errands in bigger detail specified in the regulations
- » Monitoring of the premises by means of cameras
- » Can be complemented by other potential requirements of clients

RECEPTION SERVICES



Work duties – premises guarding

- » Manned guarding of the specific premises (both outside and inside)
- » The aim is to prevent access of unauthorised persons or persons with suspicious objects
- » Keeping records of vehicles entering and leaving the premises
- » Theft prevention, security cameras monitoring, suspicious persons identification and subsequent prevention of them committing a crime.
- » Errands within the premises, including the grounds and parking places
- » Reception services