



CONDOMINIUM CONCIERGE & SECURITY SERVICES

Productive Security specializes in condominium concierge-reception services. Our expertise stems from our vast experience in working with Property Managers and Residents, as well as our background in security services and public relations.

The presence of a Productive Security professional at your reception will not only add to the quality of life of your residents but will also reinforce the reputation of your property as one of prestige. Yours will become an enviable address, known for security, tranquility and courtesy.

CONCIERGE STAFF

At Productive Security, concierge services are an extension of our basic business philosophy: "Security through Service". Recruited primarily from the hospitality industry, our concierge staff undergoes the same rigorous selection process and pre-assignment training as our security officers. In addition to basic security training, however, each concierge receives intensive instruction in telephone etiquette, public relations skills, and the value of discretion. Our goal is to make your environment as safe and as pleasant as possible.

Our concierge staff typically provides 24-hour coverage, seven days per week, in high-end residential properties ranging from small, exclusive condominium associations to large, high traffic rental properties. In addition to performing basic access control services and providing directions to local shops and restaurants, Productive personnel secure dinner reservations, process requests for dry cleaning and may even serve as a building's point person for property management requests. By providing services that extend well beyond your four walls, Productive Security demonstrates a higher level of care for the people who reside within them.

Our staff are fully trained and experienced to handle any potential situation with care, ease and professionalism. They properly represent you, cheerfully assist the residents, and calmly deal with intruders, emergencies and confrontations.

CONCIERGE TRAINING

Our staff are fully trained and experienced to handle any potential situation with care, ease and professionalism. They properly represent you, cheerfully assist the residents, and calmly deal with intruders, emergencies and confrontations.

Productive Security officers must pass our Condominium Selection Training Program to qualify as a Condominium Concierge Officer. This program consists of courses such as The Condominium Environment, Customer Service, Access Control, Fire Procedures, Console Operations, Common Areas, Elevators, Move-ins, The Party Room and Underground and Visitor Parking.

MAKING THE DECISION TO IMPLEMENT A CONCIERGE PROGRAM

Once a decision is made that to implement concierge services for the condominium, Productive Security can help your Board of Directors and property management team develop an effective and detailed program, not only through the implementation of uniformed Concierge Officers, but also making sure that all owners, residents, building managers, superintendents, and Board members are familiar with it and implement it.

As part of developing a concierge program, Productive Security offers your Property:

- We will conduct a detailed and extensive inspection and survey of your property to create a tailored and specific set of strict patrol compliance standards for your building. These standards, also known as Standing Orders, act as the property's security blueprint and guide the site's Officers in most everything they do there. Most importantly, these Standing Orders are created as part of the written contract between your company and ours, guaranteeing a higher potential of success in identifying and eradicating your property's security challenges.
- We will implement a detailed and systematic Reporting Structure based on Management's priority to enforce and eradicate security challenges on the property. Productive Security's daily reporting structure is strictly based on client instructions, and thoroughly details occurrences and incidents - recording name, description, unit and residency #, times, specifics of incidents, events, etc. We also provide management with bi-weekly review and assessment of our Officers and the building's performance, combined with a managed Tenant File of Incidents and Occurrences.
- We will provide support and supervision to your property and our on-site Officers by way of Mobile Emergency Response Units and regular visits by Mobile Supervisors available 24 hours a day.
- We will provide Courteous, Authoritative, Consistent and Reliable Concierge and Security Service. Our mandate is to provide an overall sense of Security and Comfort for your property and owners through Well Trained, Professional, Diligent and Culturally Diverse, Uniformed Concierge Officers.
- We will provide a fair and Competitive Hourly Rate to fit your budget. Please contact us for more information at info@prodsec.ca, or 416-535-9341.

