

# Reception Services

*Service can be this friendly*



# “Welcome to Dussmann Service”



*A great deal depends on the skills of your reception staff. Their behavior, their willingness to help and their manner all help to convey a positive image: outwards and inwards. A friendly reception has an effect on your clients and guests as well as on your staff. It is an expression of corporate culture, day for day.*

*From our years of experience, we know that a well-organized reception needs special qualifications. Ultimately, it is your company's business card and there is no second chance for the first impression.*

## “What can we do for you?”

You can rely on reception services from Dussmann Service that ensure a positive image of your company. We have developed a concept that can be adapted to the individual needs of each client. This is based on the objectives which we define together with you. We then prepare a profile of the staff required. This means that your reception services

are tailor-made to your company's requirements on advantageous terms.

Our individual concepts include:

- Definition of objectives
- Definition of staff profile
- Professional staff selection
- Integration of staff into the company
- Coordination of uniform with company requirements
- Consistent quality control
- Regular training
- Substitution during illness and holiday

## “Our staff all have excellent qualifications”

Our personnel selection criteria are strict. Staff must have not only professional qualifications but also the necessary personal skills.

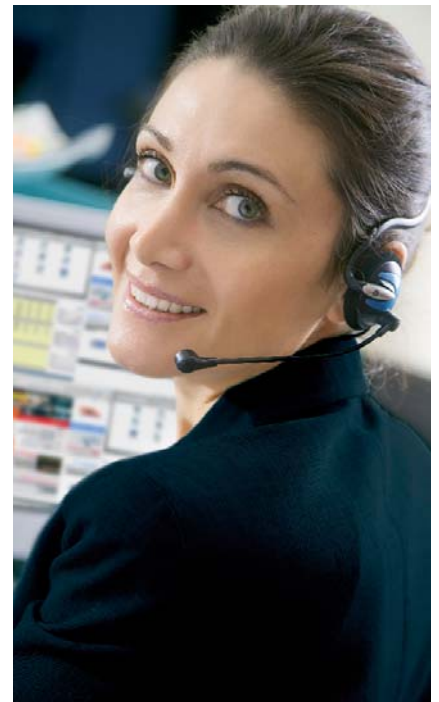
Staff profile:

- Training in the business sector
- Good written and spoken language skills
- Confident computer skills
- Client orientation
- Communication skills
- The ability to work in a team
- The ability to work under pressure
- Flexibility
- Social competence

- Groomed appearance
- Reliability
- Willingness to undertake further training

## “We'll do that for you right away”

We train our personnel according to the specific tasks before them. Following a short initial orientation, you will have the feeling that they are a member of your own staff. Except that we will continue



to take care of the details – whether it is substitution for illness and holiday or further training.





This way, the staffing of your reception is always at an optimum level and operation functions smoothly.

Qualification includes:

- Legal principles
  - Personal rights/domiciliary rights etc.

- Reception training
  - Initial training
  - External training
  - Task-specific coaching
- Training for specific situations
  - Action in emergencies
  - Reaction to threats etc.
- Training in guest relations
  - Dealing with difficult guests
  - Recognition of needs
- Refresher course first aid
- Regional knowledge
  - Local geography



**Reception Services for Business,  
Administration, Industry and Hospitals**



# “We adjust to your needs”

*Our reception services are finely tuned to your requirements. You can rely on optimum integration of our personnel into your company.*



**If you have questions,  
please call us or make a  
personal appointment.**

**We would be happy to send  
you further information on  
Dussmann Service.**

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## Our Services at a Glance

- **Monitoring of Staff Entry/Exit**
- **Corporate I.D.s (badges)**
  - ✓ Issue, inspection and processing of application
  - ✓ Registration and issue of I.D.
  - ✓ Processing of loss
- **Visitor Services**
  - ✓ Coordination of visitors and visitor groups
  - ✓ Registration of persons with special access rights
- **Control and Record of Access by Suppliers and External Companies**
- **Key Holding**
  - ✓ Records of issue and return
  - ✓ Inspection and processing of key loss
- **Administration of Lost and Found**
  - ✓ Receipt and registration
  - ✓ Storage and return to owner or handover to regional lost property
- **Information Services**
- **Telephone Services**
  - ✓ Reception and forwarding of telephone calls
  - ✓ Record and invoicing of phone calls
- **Training and Conference Room Organization**
- **Other Services**
  - ✓ Taxi order
  - ✓ Hotel reservations
  - ✓ Newspaper services
  - ✓ Administration and invoicing of the use of company vehicles