

OFFICE SERVICES

Driving the brand experience at a worldwide technology leader.

Client: The world's largest software maker, and a leader in software and devices designed to help consumers and corporations succeed. This worldwide company develops, manufactures, sells and supports personal computers, software and consumer electronics.

Challenge: Our client needed to upgrade its lobby experience to emulate its brand and leverage its technology. After more than 15 years of providing receptionist services, our client wanted to revamp their guest lobby experience, starting with our staffing solution. Areas of concentration included establishing customer service standards, hiring a knowledgeable staff, displaying professional attire consistent with the client's standards and creating a welcoming environment for guests.

Solution:

- Developed and executed a strategic training program for new and current receptionists, which included:
 - Hiring a Learning and Development Manager tasked with creating and providing well-organized learning programs aimed at employee skill development and behavioral components
 - Implementing on-site and online training to facilitate quality customer service
 - Upgrading the training space to embody the brand and to integrate technology
- Redefined receptionist roles and career growth plan, providing incentives to deliver exceptional service
- Integrated new brand technology in the lobby experience for both receptionists and guests to leverage during check-in
- Introduced an apparel program with appearance guidelines to create a consistent image



Results:

- Increased Service Quality Index from 85 to 97
- Transformed employees to brand ambassadors
- Reinvigorated the guest experience by integrating technology into the lobby

» QUICK LOOK

CHALLENGE:

A major technology company sought to upgrade its guest experience by transforming their lobbies, emphasizing first impressions, the brand and the company's technology.

SOLUTION:

Novitex started with putting the focus on the onsite staff. The solution centers on a transformational training program and revamped lobby experience.

