



Perception

Your image *elevated*

Creating professional and innovative corporate customer experiences across London.

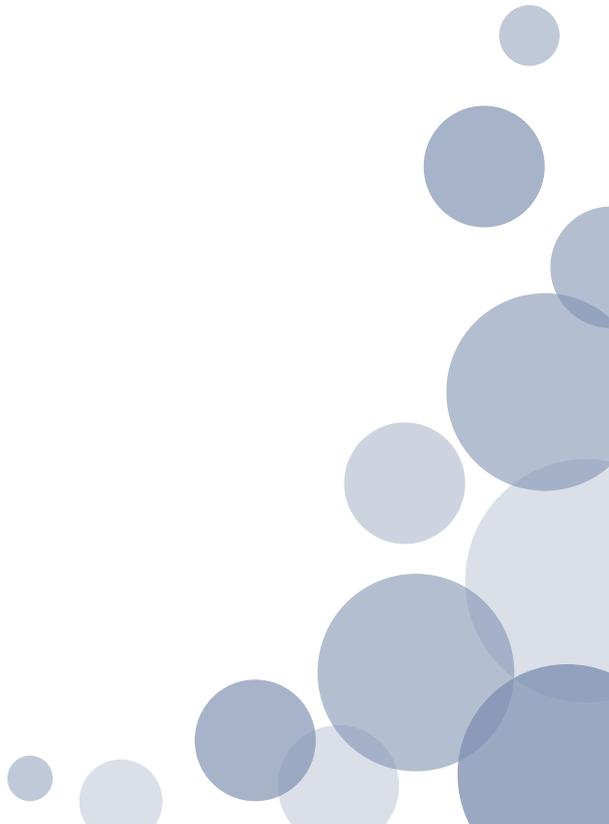




Your image elevated.

At The Perception we embrace the entire corporate customer and visitor experience, to challenge and change perceptions of what front of house offers. We take the time to understand every customer's business, brand and building to develop a unique solution tailored to each address, exploiting the latest technology to break out from behind the reception desk.

Our people are ambassadors for our customers and for our brand. We invest in the best, so you always get the best. Through our own City based training academy we find, train and reward our people, ensuring we retain the best, to deliver better at every touch point.



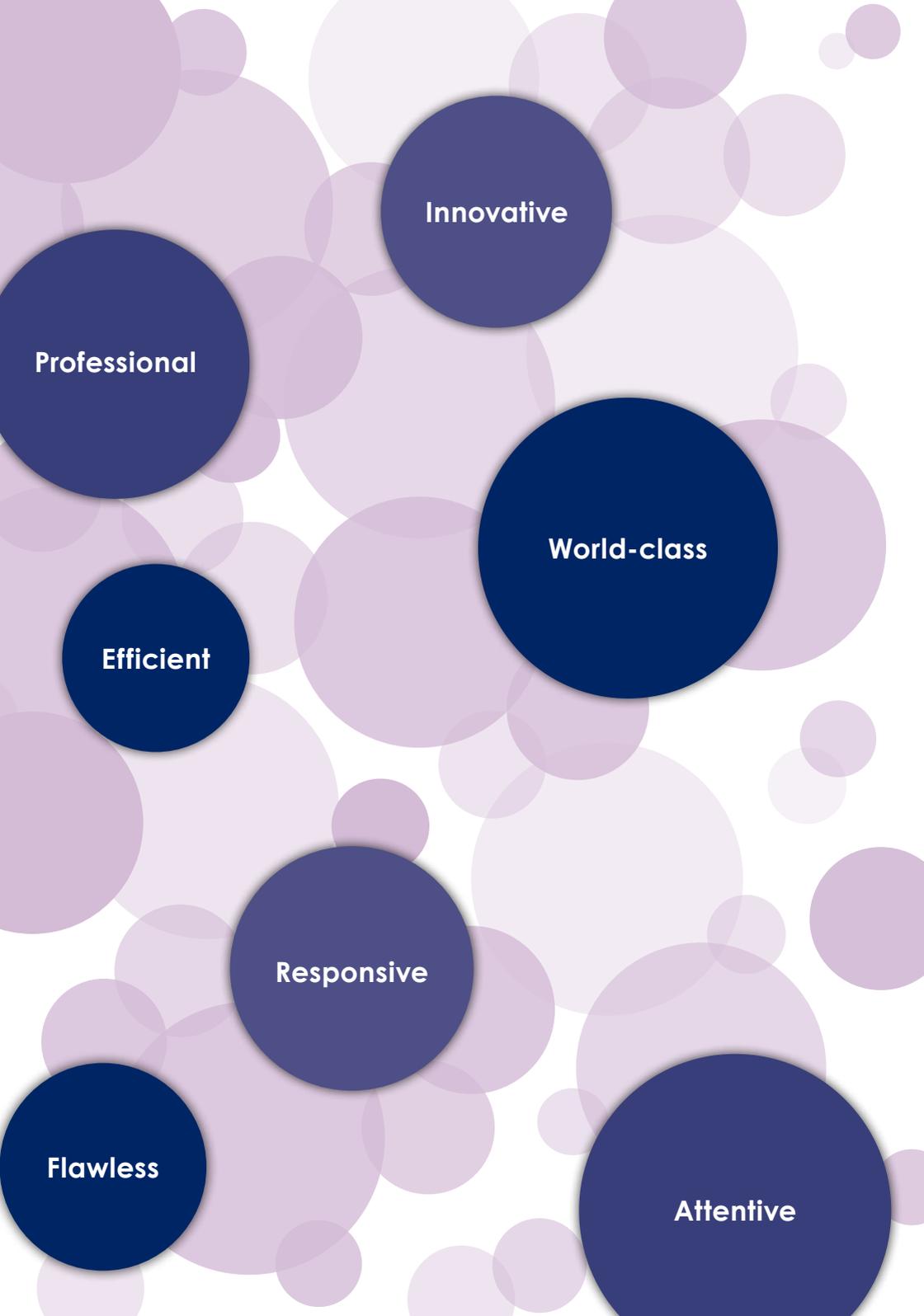
A welcome professionalism.

We are introducing a unique depth of professionalism and innovation to the corporate customer and visitor experience at some of the most exclusive addresses across London. Delivering world-class service standards in reception management, event planning and all aspects of hospitality and visitor management, it's our passion for excellence that makes the difference. We understand the importance of attention to detail; making sure every first impression is the finest of lasting impressions.

Elevating each customer's image as well as their business performance, brand and reputation is about more than just delivering a service. It's the smallest details that make the biggest difference.

**Each building
and each
customer is unique.
And so are our
service solutions.**





Innovative

Professional

World-class

Efficient

Responsive

Flawless

Attentive

Personal, proven and passionate.

Our London-based management team is backed by years of service expertise and City experience, ensuring our service delivery continues to exceed our customers' expectations. Their constant drive for improvement means our customers always receive the best service by the right people through the most efficient processes. We are embracing new technologies to provide more efficient, more innovative and more sustainable solutions to meet the precise needs of each and every customer.

Our London-centric management team allows us to be with our customers in a matter of minutes. This means we're there when needed and always available to drop in when things are going well too.



Core services.

Our professionalism and innovation are shaping the corporate customer and visitor experience in new ways for discerning customers across London. We are challenging and changing the perception that front of house is little more than meet and greet. To us it shapes the whole customer experience.



Concierge and lifestyle

A customised menu of concierge and lifestyle management services flawlessly delivered to support our customers every day.



Consultancy

We are working with customers across London to enhance the professional welcome provided at every touch point.



Finishing touches

A flawless suite of the little extras that are guaranteed to enhance the beauty of interior spaces.



Reception and front of house

It's our mission to own the personality of each building we support, delivering world-class standards to elevate every customer's image.



Training and guidance

Our central London training academy offers customised experiential training to take service delivery from adequate to exceptional.

Smart in every sense.

People Plus

It's our people that make the difference at every level of our service. We select, train, invest in and support the very best people to ensure we deliver the very best service, every day, for every customer, visitor and guest.

We employ our people based on key competencies, values, attitude, passion for service delivery and attention to detail. Our philosophy is to identify the profiles of individuals that best fit our service ethos. Our focus is to have the most engaged people delivering the best possible customer experience. Once we've recruited the right people, we invest in training them to the highest levels, and evolve this to support individual career development.

We facilitate industry leading training to best practice standards at our experiential training academy in central London. Our people are taking service delivery from adequate to exceptional through facilitation of both technical and soft skills training, as well as programmes tailored to our customers' needs.

All this allows our people to really shine when it matters – as the face of our customers' businesses.



**Our passion is
our people. Our
people's passion
is to deliver an
unprecedented level of
quality and service.**



Experience the difference.

Our flawless customer experience solutions achieve a level of excellence guaranteed to elevate any corporate image. Our understanding of the unique needs in any environment ensures customers and visitors experience the difference.

We begin by gaining an in-depth understanding of each customer's business, ethos and brand values. We then respond with a boutique solution, tailored to each address and exploiting the latest technology to break out from behind the reception desk. But before we propose anything we think hard: considering and questioning everything. Understanding the true effects any action may have on a customer's image, business performance, brand and reputation.

We recognise that you never get a second chance to make a first impression. So we make it our mission to own each building's personality, delivering an unprecedented level of quality and service.



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Building managed by



Interserve is one of the world's foremost support services and construction companies. Its vision is to redefine the future for people and places.

Interserve is a successful, growing, international business: a leader in innovative and sustainable outcomes for its customers and a great place to work for its people. Interserve offers advice, design, construction, equipment, facilities management and frontline public services. It is headquartered in the UK and listed in the FTSE 250 index with gross revenues of £3.4 billion and a workforce of circa 80,000 people worldwide.

The Perception joined Interserve in 2014. This collective strength has generated a stronger market position: The Perception introduces a unique depth of professionalism and innovation to the corporate customer and visitor experience to premium organisations across London, and is energised by Interserve's considerable resources and its transformative commitment to sustainability and ingenuity at work.

It's an individual focus with a collective strength that offers greater benefit to our customers, every day.

www.interserve.com

Serving the City.



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www.theperception.co.uk



Lancaster

Your environment *enhanced*

Outshining all others by delivering smarter, more sustainable cleaning solutions.

www.lancastercleaning.co.uk



Knightsbridge

Your reputation *assured*

A leading authority in security for premium London-centric buildings.

www.knightsbridgeguarding.co.uk



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