



Benefits:

- Attract and retain your best customers
- Differentiate your organisation from competitors
- Extend your brand into the daily lives of your customers
- Build or strengthen your customer data

Front of House Programs

'Show Me You Know Me' – Converga's VIP Concierge Service

Show Me You Know Me is the highest level, personalised concierge service program that we can provide to your best customers. Converga's VIP concierge service will deliver to your customers time and convenience through features such as:

- A designated reception desk to greet VIP's including express check-in.
- A *Visitor Management System* which can be utilised to store visitor history information for return visitors. This program will enable all return guests to go to the VIP check-in desk to collect their visitor security pass, no details will be required from them, this will expediate their arrival and provide a more personalised visitor experience.
- A database encompassing profiles and photographs of your customer's senior management and VIP Guests is created and maintained by Converga. This ensures Converga Concierge provide a welcoming, specialised and seamless level of service on arrival.

'First Impressions' – Converga's Guest Relations and Reception Program

Converga's *First Impressions* Program provides trained Guest Relations and Reception specialists focused on ensuring that guests are provided with the highest level of service.

Converga's team undergo extensive Customer Service focused training based on the guiding principle of '**Yes is the answer!**'

Our Guest Relations and Reception team are involved in the development and maintenance of a Frequently Asked Questions (FAQ) database, ensuring the Converga team are equipped with the answers your guests require. Providing accurate and timely answers to your customers and staff ensures a positive experience whilst building your brand.



Why Converga?

- 15+ years experience
- We provide Front of House solutions for some of the world's most renowned and immaculately presented companies
- Combine Front of House solutions with your other Converga outsourced services
- Flexible, cross-skilled staff
- Single point of contact for all your Front of House needs
- Issuing and managing employee security passes
- Issuing lockers to employees
- Issuing mailbox and other keys
- Answering FAQs
- Direction assistance
- Facilities reporting / Building maintenance reporting
- Security audits including taking reports of missing / non active / lost passes
- Transport enquiries / Taxi enquiries
- Local business information
- Arranging florist services to employees
- Issuing temporary car parking passes to employees
- Issuing newspapers to senior management

Front of House Programs

'One Touch' – Converga's Employee Relations Concierge Service

Our *One Touch* service is a dedicated Employee Relations Concierge which provides a personal touch to your management and employees. The Employee Relations Concierge will be the first point of contact for your employees and represents the quality and consistency of service delivered by Converga. An Employee Relations Concierge offers a broad range of dedicated employee concierge services including:

Converga's Employee Relations Concierge is ready to handle all your employees concierge requests

About Converga

Converga is a 100% owned subsidiary of New Zealand Post. When Converga began operations in 1994, the company was best known as a provider of mailroom services. In recent years we have emerged as a leader in Front of House solutions, providing services to some of the world's most renowned companies. Converga also offers a range of other solutions including mailroom solutions, automated document and record management, paperless financial solutions and intelligent imaging solutions.

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www.converga.com.au



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