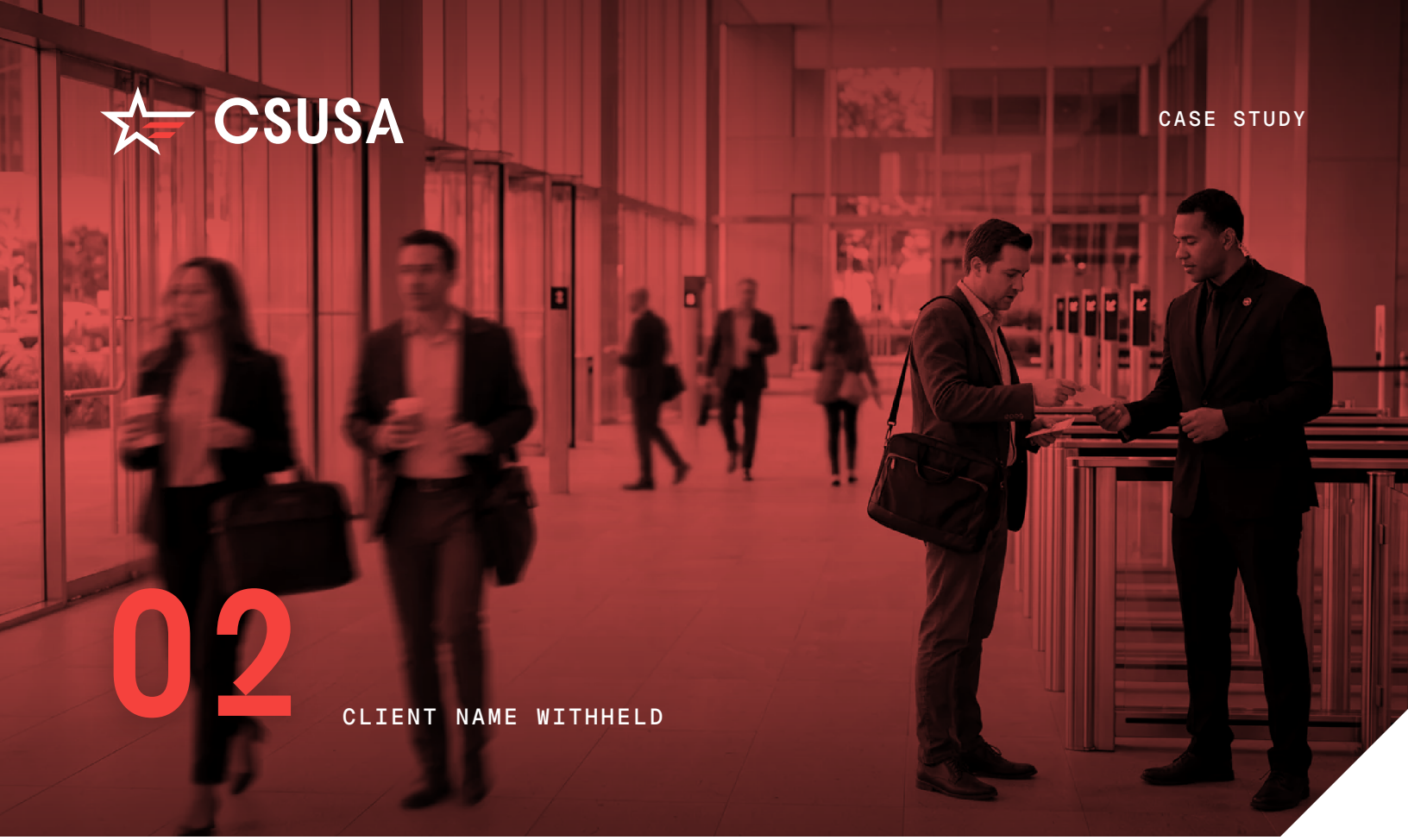


CSUSA

CASE STUDY

02

CLIENT NAME WITHHELD

CONCIERGE SECURITY · BUILDING SECURITY

A Class A office tower cut lobby access exceptions by 42% and kept its welcome warm

INSTITUTIONAL OWNER · 420,000 SQ FT OFFICE TOWER · 18 TENANTS

42%

fewer access-procedure exceptions

31%

fewer unverified visitor escalations

96%

of sampled visitor interactions met the property service standard

How CSUSA turned a reactive front desk into a lobby team that greets every visitor and checks every one.

CLIENT	PROFILE	SERVICES
Client name withheld	Institutional owner · 420,000 sq ft office tower · 18 tenants	Concierge Security, Building Security, Visitor Management, High-Rise Security

The situation

An institutional owner wanted a more consistent lobby at its Class A office tower. Employees, scheduled visitors, couriers, vendors and event guests came through all day. Management wanted security that protected the building without making arrival feel cold.

What the owner needed

The desk mostly reacted to problems. Procedures varied by shift, deliveries were not always verified, and property management could not see which access issues kept coming back. The owner needed a front-of-house team that could:

- Welcome tenants and guests the way a Class A building should
- Verify every visitor and appointment the same way on every shift
- Handle deliveries inside clear limits
- Escalate incidents quickly and keep a record

What CSUSA put in place

We worked with property management to map lobby activity: visitor peaks, delivery windows, building rules and what tenants expected. One set of post orders came out of it, covering greeting, ID and appointment checks, badging, vendor sign-in, package limits and escalation.

Our concierge security officers were selected for communication skills, presentation and judgment. They greet visitors, call tenant hosts, issue or coordinate visitor credentials, watch the lobby and log every exception.

Delivery procedures now separate routine couriers from oversized, unattended or unexpected items. Officers accept and hold packages only under the property's approved procedure, and their responsibility ends where the agreed chain of custody ends.

Supervisors observe shifts and review visitor logs, incident reports and tenant feedback with management. The trends set staffing for peak arrival times and decide what coaching officers get next.

Results

42%

fewer access-procedure exceptions

31%

fewer unverified visitor escalations

96%

of sampled visitor interactions met the property service standard

Figures from a six-month review.

What we measure

A well-run lobby protects the building and shows the quality of the property. We track:

- Visitor verification compliance
- Badge reconciliation
- Delivery exceptions
- Lobby response times
- Tenant feedback
- Supervisor quality checks

NEXT STEP

Get a Free Security Assessment

A CSUSA supervisor walks your property and puts a recommendation in writing.

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