

**SERVICE GUIDE**

# CONCIERGE SECURITY SERVICES



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## **[Overview]**

First impressions carry weight. Bemil's Concierge Security service places specially selected officers at the front of your organisation — people who combine the professionalism of a high-end reception with the vigilance of a trained security operative. The result is an environment that is both welcoming and secure.

## **[What Makes Concierge Security Different]**

Standard guards are trained for deterrence. Concierge officers are trained for both deterrence and engagement. They are selected for communication skills, grooming, composure under pressure, and situational awareness— qualities that protect your brand as well as your premises.



## [Core Service Capabilities]

- **Reception & Lobby Security:** Professional front-of-house presence that greets visitors while maintaining a secure perimeter.
- **Visitor Verification:** Identity checks, pre-approved guest lists, and host notification procedures.
- **Controlled Access Management:** Gate and turnstile management, badge issuance, and unauthorised access prevention.
- **Incident Reporting:** Real-time digital logging of every access event, incident, and anomaly



## [Where We Deploy]

- Corporate head offices and multi-tenant commercial buildings
- Luxury residential apartment complexes
- Hotel lobbies and hospitality venues
- Hospitals, clinics, and healthcare centres
- Educational institutions and university campuses
- Government offices and diplomatic premises
- High-end retail stores and showrooms



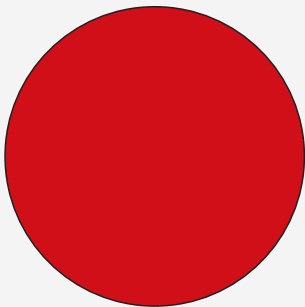
## [Officer Selection & Presentation]

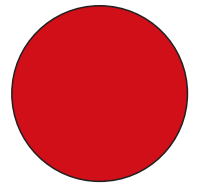
Concierge officers represent your organisation to every visitor, client, and partner who walks through your door. We hold our selection standards accordingly:

- **Appearance & Grooming:** Officers are uniformed to the client's specification, with strict personal presentation standards maintained at all times
- **Communication Skills:** Verbal and written communication training covering professional greetings, telephone etiquette, and conflict de-escalation.
- **Security Training:** Full Bemil Academy certification in access control, threat recognition, emergency response, and first aid
- **Background Clearance:** Enhanced vetting suitable for sensitive environments, including credit checks and character references
- **Hospitality Orientation:** Additional training module on customer-service standards, cultural sensitivity, and multi-stakeholder management.

# [Technology & Reporting]

- Digital visitor management system with pre-registration capability
- Integration with CCTV and electronic access control platforms
- Automated daily and weekly access and incident reports to management
- QR code-based contractor and vendor check-in systems
- Direct communication link to Bemil's 24/7 control room for rapid escalation





Where hospitality meets vigilant protection – your first line of both welcome and defence.



**BEMIL NIGERIA LIMITED**

*Your partner to safer living*

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**BEMIL  
SECURITY**



*Since 1978...*