

INTRODUCTION

Sleeperz is a popular hotel located in the centre of Cardiff, only one minute walk from Cardiff Central Railway Station. With 95 rooms it is essential that management establishes a safe environment for its customers and staff. On Site Security have been providing security for Sleeperz since April 2022 after they had been let down by a previous security server. It is routine for On Site Security to have an open dialogue with new clients about the problems they are experiencing in order to resolve them.

THE PROBLEM

Any hotel in a popular location will naturally fall into dilemmas without the correct security solutions in place. After conversing with Sleeperz management we found that the following issues began to appear:

- Their previous supplier were inconsistent with the staff they deployed.
- Busyness within the hotel, resulting in staff being left alone. With a high attraction to the hotel the workload is elevated.
- Popularity encouraging noise around the hotel.
- In the return of customers to the hotel, trespasses noticeably attempting entrance also.



THE SOLUTION

On Site Security were able to come up with bespoke security solutions to combat the problems Sleeperz were experiencing:

- They deployed regular security guards who were fully trained.
- Security officers are multi-asserted professionals. On Site Security were able to offer ad hoc shift cover to support the team at Sleeperz.
- With reference to noise complaints, On Site Security's officers adopted regular floor checks into their shift routines.
- To ensure only hotel guests were entering back into the hotel, the guards took it upon themselves to check customers in with an organised clip board.

"Our main vision was to offer Sleeperz a better guest experience and a better staff environment. The hotel is continuously succeeding as our working relationship improves and evolves."

-On Site Security Managing Director



THE OUTCOME

The overall conclusion of implementing our solutions tailored to Sleeperz had a hugely beneficial impact:

- ✓ The guards deployed were entirely familiar with how the hotel ran as well as with its surroundings and staff.
- ✓ Staff are never concerned about being overwhelmed knowing that On Site Security are on call to cover if and when they need.
- ✓ Deduction of customer complaints.
- ✓ Eradication of intruders or check-in complications.



CUSTOMER REVIEW

"We are impressed with how hands on the company is, if there are any issues the CEO aims to contact us directly, and they will usually email or call. The staff, both office and guards, are very professional. The office/switchboard team are very quick and find cover quickly when needed. The guards, are friendly and personable to the staff, but are able to, and will step in when situations arise. They pick up their job quickly and follow instructions well. Overall we have had a good experience working with On Site Security Ltd, and find the way they conduct themselves to be top notch."

Night Manager, Sleeperz Cardiff.

