



***Aspire*Assist 24/7 HelpDesk**

**Front of House Services**

*London*



**aspire**  
one team one vision



## Front of House Services

### Front of House Procedures

The reception will be covered by a member of front of house staff during core business hours, they are easily identifiable by corporate wear and a name badge. All staff must be issued with an access card, if this is forgotten you must report to reception and get a temporary pass. In the interest of security if the pass is lost you must inform reception so that a new pass can be issued and the old one cancelled. Access cards must not be used by anyone other than the person named.

### Visitor Pass System

All visitors are required to register at the reception desk where they will be provided with a visitor pass once the authorisation of their access to a customer has been granted. We ask that customers are pre-registered via whichever visitor management system your building uses, this stops delays in getting people up to floors.

### Events

If you are having an event and expecting a large number of people, we ask you inform the building management team so that adequate reception cover can be sought, any reception cover outside of your buildings normal working hours is chargeable and will be quoted.





CUSTOMER  
SERVICE  
CENTRE

**AspireAssist**

Landsec offers a 24/7 support service, direct from our innovative new Customer Service Centre.

[assist.landseclink.com](http://assist.landseclink.com)  
[aspireasone.co.uk](http://aspireasone.co.uk)



**Landsec**  
Link

This document supports the information on our online customer portal.



*AspireAssist*  
24/7 HelpDesk



My Property



Landsec  
Portals



Knowledge  
Base

[landseclink.com](http://landseclink.com)

## Land Securities Group PLC

100 Victoria Street, London SW1E 5JL

+44 (0)800 121 8100

[assist@landsec.com](mailto:assist@landsec.com)

[landsec.com](http://landsec.com)



**aspire**  
one team one vision