

Sub.: Visitors register and training of security personal at site.

Guidelines for maintaining visitor register and training security staff to deal with walk-ins / site visits is as follows:

1. Sales managers must have names and mobile nos. of all security personal at site. Sales managers must be familiar with each of them.
2. Security personal, housekeeping, office assistant must be in full uniform especially on Saturday and Sunday.
3. Security must ensure that each and every visitor enters their name and mobile no. in the visitors register. Only visitors accompanying residents can be exempted. Procedure should be strictly followed at KNM, VSC, MNM, PMR II, BNC, Vista, GWE, VOC & Homeline. MFH, SOB & PMR to be exempted.
4. Sales managers must check visitors register every day and counter sign it with date.
5. Security personal must keep 20 visiting cards of manager and front desk executives. They must give the cards to visitors visiting site after office hours. Security personal to maintain 100 flyers of the project at security kiosk. Security to give flyers in place of brochures to such customers. It will give a chance to the sales executives to meet the customer in person and handover the brochure. Security may handover brochure (without price list) to customer only after consent of sales team over phone. Security must also be trained to call the sales manager/ executive after office hours and connect to the visitor.
6. Security personal must be trained to keep all gates closed. Parking must be in order. They must also be trained to open the model flats and show the same to visitors after office hours. During office hours security must walk the customer to the site office. They must not direct the customer to the site office!
7. Security and all other staff at site must refrain from providing any information to visitors. They must connect the customer to the sales team at any time of the day.
8. It is likely that security and other staff at site may provide incorrect information to potential customers. More importantly they may provide confidential information like discounts, no. of sales per month, rental value, re-sale flats/villas, no. of walk-ins, date of completion, etc., which can be damaging.

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