

77 COLEMAN STREET

LOCATION: London
SERVICE: Front of House
Services

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ABOUT

The striking new building, located a minute's walk from Moorgate and the new Elizabeth line, offers 68,000 sq. ft. of offices, as well as retail and restaurant space. It combines contemporary design, efficient floorplates and breath-taking views over Coleman Street gardens. Visitors and tenants are welcomed by a four-metre-high reception and communal space for tenants.

CHALLENGE

BNP Paribas Real Estate took on the management of the property in the summer of 2020. Axis Security was chosen due to their experience of working together on several other greenfield sites, where its knowledge of mobilisation, implementation of security operations and procedures, and management of contractors have supported the client in the smooth running of their operations.

The appointment of Acuity to deliver front-of-house services alongside the security provision gives BNP Paribas Real Estate a seamless 'one team' approach comprising highly professional front-of-house personnel (including a full-time reception manager), and a security manager working with another security officer.

SOLUTION

Chiara di Rienzo, Acuity Director, believes that finding the right look and feel of the reception is always important: *"We worked together with the Management Team at BNP Paribas Real Estate to better understand their vision for the building and to create a five-star reception and concierge service proposal that was befitting of their style and aesthetic,"* she says. *"We created a bespoke uniform for the reception team and specific training for the team. We are focusing on delivering high quality front-of-house and security services that will eventually enhance the occupier and visitor experience at this prestigious site."*

Acuity tailored and develop specific training for all team members. This includes e-learning, leadership training, classroom training and individual Personal Development Plans. Acuity is also providing front-of-house cover for holiday and sickness from its Select Team with members who are already trained on site specific procedures.