



Portico[♥]

A LITTLE BOOK
About Portico

TAKING CARE OF YOUR GUEST SERVICES

Company INTRO

**AS MARKET LEADERS AND SPECIALISTS WITHIN
OUR SECTOR, WE CONTINUOUSLY DEVELOP AND
REFINE EXCEPTIONAL CLIENT SERVICES**

As market leaders and specialists within our sector, we continuously develop and refine exceptional guest services. Our objective is always to add value through our people and service. Portico was established in 2004. Our business and service expertise have grown organically to support clients in the ever-changing workplace landscape. Our 1000+ Portico team takes ownership and responsibility for a variety of 'soft' services across 230+ client locations throughout the UK & Ireland.

We proudly share why so many incredible clients choose Portico to lead their Front of House Services.



**OVER 20 years
EXPERIENCE & EXPERTISE**

**DEDICATED TO CREATING
*tailored solutions***

***Cutting-edge* SERVICE
SOLUTIONS & TECHNOLOGY**

***Immersive approach*
TO OUR CLIENT'S
CULTURE & VALUES**

**MARKET-LEADING
people development
ACADEMIES**



Why PORTICO?



SERVICE EXCELLENCE

Knowing the difference between delivering a service and creating a memorable moment's is our Portico differentiator. For years, we have championed the 'feeling' of the guest experience. Our Portico People deliver the 'human touch' through a proactive welcome, which, combined with our service habits and engagement tools, generates uplifting experiences you won't find anywhere else.



LEARNING & DEVELOPMENT

Recognizing that training & developing our team directly translates into client satisfaction, our award-winning training offers over 40 development activities in seven focused pathways designed for any experience level. Our training academy, combined with our blended & neurodiverse learning capability, ensures Portico People can develop anytime, anyway, anywhere.



COST EFFICIENCIES

80% of clients who choose to outsource for the first time see their costs reduced by an average of 15%.

INNOVATIVE & FORWARD-THINKING

We believe in combining the power of technology and people to bring out the best in both within service. We partner with global leaders in technology solutions and jointly we host innovation events, Portico & Friends forums, demos and experience safaris. Together, we strive to push the boundaries and redefine the limits of service.

RECRUITMENT & TALENT MAPPING

Our award-winning talent mapping program is the foundation of talent attraction, progression, and retention. In a competitive recruitment environment, clients rely on our dedicated experts and talent attraction team to find and retain the very best talent.

CLIENT MANAGEMENT

We are unique at Portico when it comes to the Operations Manager to client ratio. This means our operational colleagues have significantly more time and space dedicated to our client's business and supporting our people.

Why PORTICO?

SUPPORT, SUPPORT, SUPPORT

Supporting our clients and operational team at every step is our incredible subject matter experts, who will help to champion change, drive innovation and best practices and deliver our clients service vision. From our dedicated Mobilisation Manager, People Support team, Health & Safety and ESG gurus and many more who help to achieve meet and exceed our clients expectations. This strength and depth of our overarching leadership is recognised by many to be the very best in the business

COVER SERVICES

Our team of absent cover heroes provides expertly trained Portico people who will be on hand to cover when you need extra support due to absence, holidays, or additional ad hoc events or support requirements.

TRIED & TESTED EXPERIENCE

We work with a proven operational methodology crafted over years of experience. Over the years we have picked up numerous accolades including the Princess Royal Trust, UK Employee Experience Awards, the Learning Awards and finally the PFM awards. We are very proud to work with some of the world's leading organisations across a huge range of industries and these enduring partnerships are testament to our unique ethos and service formula.

OUR CLIENTS



WE CELEBRATE SUCCESS

Forged from our simple but effective formula, to celebrate success and foster a culture of service that extends beyond the daily task list. We celebrate our Portico People via fabulous social events, glamorous award nights, thrilling Team Olympics, powerful charitable initiatives and a vast Reward & Recognition programme. Our team are wrapped in a high performing culture and showered with praise so that each and every one can unlock their true service potential.

OUR NETWORK

We pride ourselves on working in harmony with our sister companies, allowing clients the benefit of true expertise in both front-of-house and catering industries. Together we are unstoppable.

SURPRISES AT EVERY STEP

Our Surprise and Delight plans bring the excitement of the high street to our client's locations. Small, inexpensive but wonderfully personal and thoughtful service initiatives guaranteed to make people smile. Our engagement initiatives and calendars ensure positive feedback keeps rolling in!

Our SERVICES

OUR AREAS OF EXPERTISE AND SERVICE SOLUTIONS

Our Portico people manage and take ownership for a whole host of internal and external service lines. Every single Portico client is unique and our service solutions, roles and responsibilities are adapted to deliver their bespoke requirements.

Our teams take care of everything from the welcome into a client's office, answering the switchboard, creating events, right through to managing their internal floors.

The last five years have seen our workplaces change with developments in technology, agile working and the new generation of employees. Our expertise is not just focused on managing the future workplace. We also champion new technologies to offer our clients the benefit of space optimisation, efficiency and productivity gains.

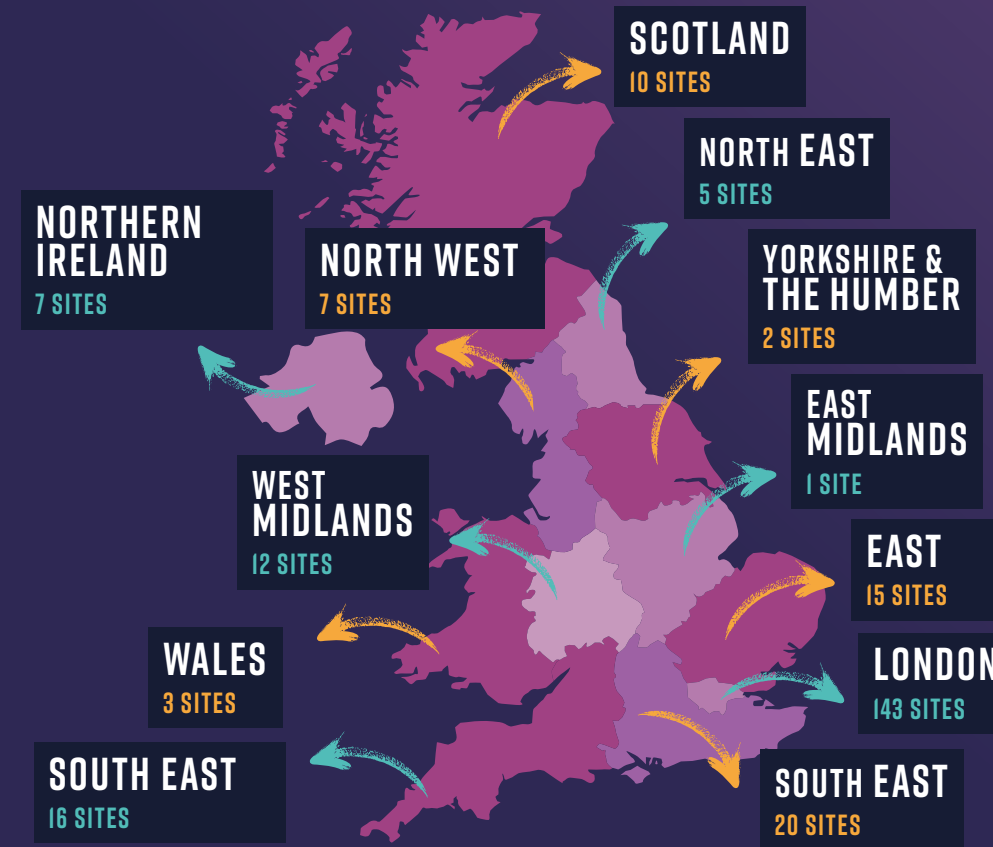
Our depth and breadth of expertise is listed adjacent.

OUR PRESENCE *Across the UK*

234
locations

1000+
people

80+
clients



OUR MANAGED SERVICE SOLUTION INCLUDES:

- Reception & Welcome Experience
- Concierge Services
- Meeting Room Management
- Event Management
- Security Services
- Help desk & Facilities Support
- Secretarial & Administrative Functions
- Switchboard & Call Services
- Agile Working, Way-finding, Floor Hosting & Floor Management
- Post & Mail Services
- Office Technology & Software Solutions





Get in Touch

If you would like to learn more about how we can help your business contact us.



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