

Fitzwilliam Court.



Premium Reception Services



Hotel Standard Reception,
Concierge Services,
Loyalty Programmes and
Technology Support

W39 services

Solutions for Property Managers



The core focus of our premium reception service is the customer experience.



Let us provide you with Ireland's
premium reception service solution

We are very happy with W39 Services as a provider of reception services, third party services, extended services and above all great people. We find that they are professional, premium and reliable.

Natalie Dunleavy, Senior Asset Manager, Burlington Real Estate

Meet Sinead

Our Reception Services Manager



Achievements

- ✓ Head of Sales: Vodafone Indirect Sales
- ✓ General Manager: Xtravision, Consumer Electronics
- ✓ Degree in Business Studies from the Irish Management Institute (IMI)

Sinead supports the team in the field providing service continuity, customer services training, client relationship management, third party supplier accreditation and administrative support.

Contact Sinead: ☎ 01 685 7654 ✉ sinead@w39.ie

Meet Lili

Our Reception Services Trainer



Achievements

- ✓ Employee of the year Award – Westbury Hotel
- ✓ Outstanding employee award from the 'Leading Hotels of the World Hotel'
- ✓ BA in Business Administration & Tourism



Lili is our reception services trainer. She implements the standards, using her experience working in 5 star hotels including The Marker, The Westbury and The Berkley Court. Her goal is to ensure all our visitors get a warm, welcoming smile in a professional and friendly manner. Lili sets standards including uniform, grooming, customer service, reception manuals and reviews and approves all third party service suppliers as well as ensuring staff are trained on the building management basics and software.

Our team makes the customer interaction in the buildings we serve more valued by providing better selected, better trained, client focused front of house staff together with benefits and services that enhance the overall experience.

Temporary, part time and maternity cover solutions also available

Sinead, Brian and the team have provided an exemplary reception service including great staff, technology support and integrated caretaking and cleaning services.

John Madden, Director, O' Dwyer Real Estate Management



Our Other Services Include

- ✓ Gardening
- ✓ Cleaning
- ✓ End of Tenancy
- ✓ Painting & Improvements
- ✓ Staffing



Killian O'Boyle
Managing Director



Brian Kavanagh
Operations Director



Dave Cormican
Financial Director

W39 services

Contact us today

 **01 685 7654**  **info@w39.ie**  **w39.ie**