

DIAMOND IN TODAY'S MARKETS

Fairmont Turnberry Isle Resort & Club

Aventura, FL: Fairmont Turnberry Isle Resort & Club was developed in the early 1970's as an exclusive club for private members. The club came fully equipped with golf, tennis, marina and spa facilities. Recently the resort has been reconstructed to add and update a conference center, restaurants, and common areas creating a luxury resort. Diamond was selected to secure the clubhouse to monitor pedestrians and deter all intruders. Security officers maintain unoccupied grounds and communicate all incidents with the Security Command Center. Each officer is trained to understand the value of professionalism in this environment knowing they are representing the image of the resort and club.



Diamond provides security and concierge services

Sheraton Salt Lake City Hotel

Salt Lake City, UT: The Salt Lake City Sheraton Hotel is a 5 star hotel and conference center in downtown Salt Lake. Diamond Security officers are responsible for monitoring activities within the hotel property. Officers patrol (walk) the hallways of all 10 upper floors of the hotel guest room and suites, check & monitor fire alarms and fire escape routes and exits, escort funds transfers within the hotel, assist in closing the hotel bar, lounge and restaurant, conduct security checks and lock & unlock doors and rooms within the hotel complex. Officers conduct security checks in the hotel parking lots, respond to hotel guest crisis situations, conduct in-house investigations of theft, property damage, trespass, perform VIP escort/standby and assist hotel staff in any number of different tasks and/or problems. Diamond Security officers have described their duty as "never a dull moment" and "always challenging". Officers interact on a daily occurrence with people from all walks of life and from all parts of the world.

Diamond Also Provides Security For:

State/Local Government

Manufacturing/Distribution

Financial Institutions

Residential Communities

Commercial / Retail Properties

Educational Institutions

Property Management

Healthcare Facilities

Customer Service in the Security Industry



Over the years, security officers have always been perceived as a more police like figure. With the industry demands always changing the need for a more customer service officer has become an important part of their daily activities.

No matter what type of business you're in, good customer service is essential. Good customer service is about bringing customers back by elevating their experience, creating positive feedback. Most of the time customer service is going above and beyond the initial need. Security officers can act as a concierge and play a major role by understanding this practice. This can be done by opening a door, answering a phone properly, giving directions, being polite/professional and sometimes just listening. Often time security officers become a familiar welcoming face creating a secure presence at the front entrance. These are just a few of the duties that security officers can apply to be a more courteous service and be an crucial part to your business.

For all security needs contact us
at **800-999-6744** or visit us at:
www.diamond-security.com