



CASE STUDY

USSG Ltd's Security Guard Services for The Lowry Hotel



USSG LTD OVERVIEW

Universal Support Services Group Ltd has established itself as a professional security company in the UK, delivering exceptional protection with a fully licensed, expert team. USSG Ltd leverages extensive expertise and personalised service to deliver robust and reliable security solutions tailored to diverse needs. Trusted by high-profile clients, our commitment to excellence and innovation makes us a premier choice for comprehensive security services, ensuring the utmost safety and peace of mind for our clients.

Our highly skilled teams are dedicated to protecting and securing your premises, property, employees, and assets. USSG Ltd is an SIA-approved contractor operating throughout the UK and offering exceptional security. Our innovative approach enables us to continuously improve our services and processes, delivering swift results and offering cost-saving solutions to all our clients.

THE PROJECT

The hotel required a security strategy and implementation plan to deploy a team of highly trained SIA licenced security personnel to provide a comprehensive service, including round-the-clock surveillance and protection, whilst maintaining a high level of customer service reflecting the hotel's 5-star standards. Ensuring the safety, security, and peace of mind for guests, including VIP guests, staff, and property, while maintaining a luxurious and welcoming environment.

It was paramount for the prestigious hotel to have a visible guard presence that communicated at the highest levels and assisted guests with information, directions, and other inquiries while maintaining a professional and courteous demeanour.

CLIENT: THE LOWRY HOTEL

The Lowry Hotel is a prestigious 5-star hotel located in Manchester City Centre, renowned for hosting high-profile events and VIP guests, including celebrities, politicians, and business magnates. Given the stature of its clientele, the hotel places a high emphasis on visible security to safeguard its premises and ensure the safety of its guests and the public.



SECTOR

Hospitality

SERVICES



USSG Ltd Security Guard Services

SECURITY STRATEGY

Comprehensive Risk Assessment

- Conduct thorough risk assessments to identify potential security threats.
- Regularly update risk management plans based on current threat levels.

Trained Security Personnel

- Hire experienced SIA-licensed security guards.
- Conduct regular training sessions on emergency response, conflict de-escalation, and first aid.

Coordination with Law Enforcement

- Establish a liaison with local law enforcement agencies for quick response during emergencies.
- Conduct training exercises to ensure coordination with relevant bodies.

Discreet Security Presence

- Balance security measures with the need for a welcoming and luxurious environment.
- Ensure our security personnel are professional, courteous, and unobtrusive.



The Lowry Hotel Manchester

CHALLENGES

- High-Profile Guests: Ensuring privacy and security for VIPs.
- Public Events: Managing large crowds during events while maintaining security.
- Terrorism and Threats: Mitigating risks related to potential terrorist attacks or targeted threats.
- Theft and Vandalism: Preventing theft of valuables and property damage.
- Emergency Situations: Preparedness for emergencies such as fire, medical crises, or natural disasters.



PHASE 1: PLANNING AND ASSESSMENT

- Conduct a security audit of the premises.
- Establish communication channels with local law enforcement and emergency services.
- Identify key areas requiring enhanced security.



PHASE 2: PERSONNEL TRAINING

- Conduct a security audit of the premises.
- Establish communication channels with local law enforcement and emergency services.
- Identify key areas requiring enhanced security.



PHASE 3: CONTINUOUS IMPROVEMENT

- Regularly review and update security protocols.
- Conduct periodic security drills and audits.

BENEFITS TO THE LOWRY HOTEL

By implementing these comprehensive security measures, The Lowry Hotel can ensure the safety and security of its VIP guests and the public, maintaining its reputation as a premier destination for high-profile events. The proactive and discreet approach to security allows the hotel to provide a luxurious and welcoming environment while effectively mitigating potential threats.

- ✓ **Enhanced safety and security for guests, staff, and property.**
- ✓ **Improved guest experience through professional and courteous security service.**
- ✓ **Mitigation of potential security threats and swift resolution of incidents.**
- ✓ **Assurance of a secure environment, contributing to the hotel's reputation as a premier 5-star destination.**

CONCLUSION

Our manned guarding services provide the 5-star hotel with a robust security framework, ensuring a safe and serene environment for everyone. We are committed to upholding the highest standards of professionalism and security to protect the hotel's esteemed guests and valuable assets. Effective security management in a 5-star hotel requires a multifaceted approach that combines technology, trained personnel, and strong community relations. By prioritising the safety and privacy of VIP guests, The Lowry Hotel demonstrates its commitment to excellence and sets a benchmark for security in the hospitality industry.

CLIENT TESTIMONIAL

A huge thank you to you and your team, you guys have always been flexible with all the last minute requests we had and supported us in every occasion. Your staff are very polite, professional and approachable and happy to help the hotel staff. We are very happy with your services, special thanks to the Team at USSG Ltd. Well done and keep it up.

Pradeesh Kumar | Front Of House Manager| The Lowry Hotel

FIND OUT MORE

To find out more about our specialist security services, call us for a free, no-obligation chat on **01619746506**, or complete our online enquiry form at sales@ussgl.co.uk.

OUR ACCREDITATIONS



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