



THE 2026 CORPORATE CONCIERGE & SECURITY AUDIT

Is your lobby an asset or a liability?

Property Name: _____ **Manager:** _____

Class A tenants expect Class A protection. This audit reviews the "Front Door Experience" and the critical safety protocols that protect your management firm from negligence lawsuits.

PART 1: THE "FIRST IMPRESSION" TEST (Concierge Security)

Your guard is the first face your tenants see. Are they hurting your brand?

- **The "Head-Up" Rule**
 - Does the officer on duty make eye contact and verbally greet every person who enters the lobby?
 - *Phoenix Standard:* A guard looking at a phone is a security risk *and* a customer service failure.
- **Uniform Professionalism**
 - Is the uniform crisp, fitted, and consistent with the building's aesthetic? (Or does it look like a "nightclub bouncer" setup?)
- **Package Chain of Custody**
 - Is there a digital log for every courier delivery?
 - *The Pain Point:* "Lost packages" are the #1 tenant complaint in shared office buildings.
- **After-Hours Escort Availability**
 - Do you offer a "Walk-to-Car" service for tenants working late? (This is a massive value-add for retaining law firms and finance tenants).

PART 2: ACCESS CONTROL & "TAILGATING"

The polite intruder is the most dangerous one.

- **The "Piggyback" Test**
 - Stand in the lobby for 10 minutes. How many people walk through the turnstiles/doors behind someone else without scanning a badge?
 - *Risk:* If a terminated employee tailgates in, you are liable.
- **Vendor Verification**



- Do food delivery drivers walk straight to the elevators, or are they stopped at the desk?
- **[] Elevator Security**
 - If the building is "secure," are the stairwells also locked from the outside on every floor? (The most common bypass for criminals).

PART 3: WORKPLACE VIOLENCE & EMERGENCY READINESS

When the fire alarm rings, who takes charge?

- **[] The "Warden" Roster**
 - Does your security team have an updated list of the "Floor Wardens" for every tenant company?
- **[] Active Shooter Protocol (The "Run, Hide, Fight" Gap)**
 - When was the last time the security team drilled *specifically* for an active shooter in the lobby?
- **[] Termination Support**
 - Does your current security provider offer "Standby Protection" when a tenant has to fire a hostile employee?
 - *Phoenix Difference:* We provide plain-clothes officers for high-risk HR meetings.

THE "TENANT VIBE" SCORE

- **Tier 1 (Premium):** Guards know tenants by name, packages are digitally tracked, lobby is spotless.
- **Tier 2 (Standard):** Guards are present but passive. Tailgating is common.
- **Tier 3 (At Risk):** Guards are often on phones, uniforms are sloppy, tenants complain about "feeling unsafe" at night.

UPGRADE YOUR FRONT DESK.

Phoenix Integrated Security provides "Concierge Security" officers who are hospitality-trained but tactically ready. We don't just watch the door; we elevate your building's brand.