

# BIZ Office Leasing

## More Than Just a Smile – Service Excellence a Priority at BIZ Office Leasing

BIZ Office Leasing, the leasing arm of Sun Hung Kai Properties (SHKP), has been taking care of tenants' needs by providing superior property management. Behind this acclaimed company is a team of professional and friendly staff who work tirelessly towards fulfilling the company's mission.



"Office Life" is launched by BIZ Office Leasing in an effort to foster better communication with tenants and to offer useful advice on life in the property.

### An elite team in concierge service

SHKP has long started to incorporate a hotel-style concierge service into business property management. BIZ Office Leasing has been providing 6-star concierge service to its tenants, with services ranging from answering enquiries to free rentals of umbrellas and wheelchairs, to gift-wrapping, first aid, late night escort, taxi calling and mobile phone recharging. These personal services are being offered by a team of seasoned staff whose mission is to fulfill the needs of every tenant.

According to Janet Ho, Assistant Manager of Business Development with SHKP's division BIZ Office Leasing, while the Group is the market leader in property planning and design, its rich experience in property management has also earned many laurels.

"To build on our success and continue to grow, we need to constantly re-invent ourselves, expand our scope of services and enhance the training of our frontline staff. It's important for our staff to be customer-oriented and offer the best service to our tenants. This is our mission and they are the ones who put it into practice."

BIZ Office Leasing has recently launched a new publication "Office Life", to be distributed freely to commercial tenants. The publication centres on life around the office, with light-hearted feature articles offering

advice on life around the property. Topics covered in the latest issue include new developments in commercial properties, how to organize your email inbox, planning a sunny vacation, chocolate tasting and interviews with the property's service ambassadors.

### Creativity goes a long way

Candy Au, customer care ambassador at Millennium City in Kwun Tong, reveals that apart from a smiling face, it is creativity that is needed in order to excel in her job. Apart from the usual concierge functions, her team has created a range of new services, such as running a green house to take care of tenants' plants when they're on a long holiday. There is no limit to their scope of services, as they are committed to meeting tenants' needs. "We are always looking for ways to improve our service. Since we are in contact with tenants everyday, we have a good understanding of what they want. The most interesting part of this job is actually to come up with innovative ways to suit their varied needs," says Candy.

An example that illustrates this is finding lost items in taxis. Many tenants have sought help to recover items left in taxis. One customer care ambassador then came up with the idea of writing down the taxi's car plate numbers when they arrange taxis for tenants, so that they can trace the taxi easily in case of need.



▲ This "taxi card" helps tenants to more easily find the taxi for any lost items.

➤ The green house in Millennium City in Kwun Tong helps to take care of tenants' plants.



### Something to warm your heart

In this new advertisement, BIZ Office Leasing uses a box of tempting chocolates to represent the premium office management services offered to tenants. Not only does the company provide superior and comprehensive office solutions for businesses, it also prides itself on giving the best service that stems from the heart.

### Top-quality premises throughout Hong Kong

In addition to customer service, BIZ Office Leasing is also a keen follower of market trends in building planning and development. This is reflected in the new generation of premium office buildings developed by SHKP in recent years. The Group's extensive portfolio encompasses several multi-function complexes, combining grade-A office buildings, shopping malls, luxury hotels and deluxe serviced apartments that offers a one-stop solution for tenants' business needs.



Sweet treats ... BIZ Office Leasing presents modern office buildings in a box of chocolates.

Having worked in Millennium City for three years now, Candy has developed good relationships with her tenants. She remembers one chilly winter day when a tenant gave her a hand warmer to withstand the cold. "It's really heart-warming to know that you're appreciated," says Candy.

### BIZ Office Leasing's Portfolio:

#### Hong Kong

- One & Two ifc, Central
- Sun Hung Kai Centre, Wanchai
- Central Plaza, Wanchai
- Harbour Centre, Wanchai
- World Trade Centre, Causeway Bay
- Millennium City 1, 2, 3, 5 & 6, Kwun Tong
- Grand Century Place, Mongkok
- Grand Central Plaza, Shatin
- New Town Tower, Shatin
- Metroplaza, Kwai Fong
- Millennium Trade Centre, Kwai Hing
- Grand City Plaza, Tsuen Wan
- Landmark North, Sheung Shui
- ICC, Kowloon Station (upcoming Phase 2 & 3)
- Kwai Chung Town Lot 215, Kwai Chung (upcoming)

#### Mainland China

- Shanghai Central Plaza, Shanghai
- Beijing apm, Beijing
- Shanghai ifc, Shanghai (upcoming)
- Huai Hai Zhong Road Complex, Shanghai (upcoming)