

# ABSOLUTE EXPRESS

Oct – Dec 2017 (VOL.X)



## Absolute Clients' Whatsapp group

During our interaction with our various clients we have found that sometimes complaints escalated by clients don't reach to the top management or even if they reach, clients keep wondering does the top management know about these complaints. Then, it has also been found that when we give feedback it does not reach the concerned people at client site. To solve all these problems and more, we are forming WhatsApp groups between key people from client side and Absolute. The conversation will also be monitored by our top Management. We have already implemented this with more than ten of our clients with success.

In case, you are interested to form one such group please reply on this email ID or call Mr Pramod Dubey at +91-9811643150.

## Annual Office get together at Garden of Five Senses, Saket



Absolute celebrated its Annual day on 25th Dec'17. It was a fun filled event attended by more than 200 staff members and their family members from all over India. DJ was in attendance and employees and their family members enjoyed the event by dancing. Lots of performances were done by staff members. There were lots of games and activities like relay race, musical chair etc. for children. Long service awards were also distributed.

## Information Every Quarter

### Know The Process

#### Feedback Collection Process

The feedback regarding our services is collected from each of our clients by our operation team. The feedback forms are signed by the clients in presence of the security officer. In case the client is not satisfied by our feedback our senior operational manager contact and meet the client to resolve the issue on priority. The positive feedback which is received is again confirmed by sending the feedback mail our clients informing them about the feedback they have signed. This process enables us to plug gaps in our services and ensure your satisfaction.

ABSOLUTE To Be Filled in Presence of F.O Only				
FEEDBACK FORM				
This feedback is for the period		Date: 11 to 20th Nov '17		
Name of the Authorized Signatory		Mr. S.K. Singh		
Designation		Owner		
Client Name		E-30, Anand Niketan		
Email		integral@absolute.com		
Kindly correct the above information if required. Please do not give feedback if not filled by Field Officer/Supervisor.				
NOTE: We will (1) the closure of satisfactory /unsatisfactory in front of the records of our security services dependent on your permission.				
1. Feedback in Security Guard / Guardian (the attached worksheet etc.)				
No.	Designation	Satisfaction	Name	Signature
1	S.K. Singh	Satisfactory	S.K. Singh	[Signature]
2. Feedback on Security Management (the one dealing with the security management quality of supervision, responsiveness to complaints etc.)				
1. If you have received an unsatisfactory reply, specify the reasons below.				
Remarks: Satisfactory				
Authorized Signatory: S.K. Singh				
Name: S.K. Singh				
To Be Filled by F.O Only				
Feedback obtained by Supervisor				
Feedback obtained by Security Guard				
Initials of the person if unsatisfied				

### Know the Staff Member

#### Joining of a New Accounts Head

Mr. Rajeev Kumar Gupta has recently joined our company as a Senior Accounts Manager. He is responsible for handling day to day Accounting operations for security and housekeeping. He is an MBA (Finance) qualification and prior to joining Absolute Security & Facility Management Pvt, Ltd had experience of over 18+ years in organizations e.g. Elsamex Maintenance Services Limited an IL&FS Group of Company, Alpine Expotex Pvt Ltd. and Cimco Birla Limited in areas like Finance & Accounts.



## Clients this Quarter

Some of the Clients whom we have signed up or have given us business in this quarter are:



**30**  
YEARS

**11**  
STATES

**300+**  
CLIENTS

New Delhi | Punjab | Haryana | Uttar Pradesh | Uttrakhand  
Bihar | Rajasthan | Chhattisgarh | Madhya Pradesh | Orissa | Gujarat



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