



Proudly Canadian

Know Your Customer Service: Brief Your Replacement

Mama was right when she said always keep your promises.

The problem is, what if you make a promise to a client just before the end of your shift?

Can we all agree the answer is not to stop making promises near the end of your shift?

That would not align with Paragon's commitment to offering great customer service.

The solution is in Paragon's practice to always brief your replacement on all issues before leaving your shift.

Seems simple enough, right? It is but it's worth exploring some simple steps to ensure we conduct the briefing in the best way possible:

Step 1:

Replacement guards should arrive before their shift to allow time for the briefing, and mentally prepare for their own shift.

Step 2:

Guards on duty should take accurate notes during their shift so that they have a reference for the briefing.

Step 3:

Replacement guards should also take notes during the briefing.

We deliver exceptional service during every interaction.

How fast do
the lily pads
grow?



A patch of lily pads float in a lake. Every day, the patch doubles in size. If it takes 48 days for the patch to cover the whole lake, how long would it take for the patch to cover half of the lake?

Send your answer to newsletter@pplguard.com along with your name and employee# by August 10th for your chance to win \$100!

Congratulations to last month's winner:

Ridhima Chhabra

You can view the
newsletter online!

www.paragonsecurity.ca/newsletter





Gratitude for Delivering Excellent Customer Service!

Paragon and the Property Management at 43 Eglinton East would like to convey their appreciation for Concierge Maria Raksana's excellent performance.

She not only provides the best customer service to residents and guests, but has also made it her business to become acquainted with all aspects of the building.

During a recent crisis due to a flood, which disabled both the elevators, Maria assisted an older resident with mobility issues who had to walk up the stairs to his suite on the 19th floor.

The resident was thankful and contacted the property manager to express his gratitude.

We would like to commend Concierge Raksana for her outstanding performance.



A Back to School Reminder

As we are moving into August, we would like to remind students who are going back to school in September or October, to please contact your Scheduler ASAP to confirm whether you will be leaving at that time.

We realize that a lot of students would like to remain part-time when they go back to school, and we try to accommodate when and where we can; however, there is no guarantee that shifts will be available. Contacting your scheduler(s) is a must, so that they are aware of your availability.

We appreciate all your efforts and if you are leaving, please send us a resignation letter with the last day you will be available for work. Doing so shows us you are a conscientious employee, and we will remember that if and when you wish to return for employment.

Thank you for all your efforts in making Paragon one of the best names in the security field.

Thank You for Another Fast, Effective and Professional Response

On behalf of Quadreal Properties and Paragon Security, we'd like to recognize the Commerce Court Delta Platoon for an incident that took place recently on site where an individual who frequents the property was extremely violent, irate, and confrontational.

Without hesitation, and while ensuring patrons in the immediate area were not harmed by this individual, Delta Platoon maintained their physical distance and provided crowd control.

Toronto Police Services were contacted to attend and restore order. The individual eventually realized that TPS had been contacted and left the property through the connected subway station tunnel. The client was present on the concourse during the incident, and was very impressed with how our team handled the situation.

This goes to show that the level of training, resources, and support given to our guards allows them to effectively execute their tasks.



left to right Lorenzo Balinado, Ramon Frendo, Jermaine Agius Senior Site Supervisor, Alex Gonzalez, Sathiya Gugathasan Client Service Manager, Stephen Oliveira, Vignesh Venkatesh



Amazing Teamwork Wins!

Left to right Amanda Campbell General Property Manager, **Alan Caetano** Operations Manager, **Fabio Dos Santos**, **Andrew Hurd** Site Supervisor, **Teodoro Jauch**, **Abbygail Letrodo**, **Sathiya Gugathanan** Client Service Manager

On behalf of Primaris REIT and Paragon Security, we would like to commend the Dufferin Mall Security team who responded to a major disturbance at the LCBO located on property.

An extremely emotionally disturbed individual was experiencing a crisis and began to verbally harass patrons while throwing bottles in the parking lot. The individual then barricaded himself inside the LCBO vestibule while uttering threats to patrons and employees inside the store.

Security contacted Toronto Police and they immediately responded with numerous officers attending the scene. Site Supervisor Andrew Hurd assisted police into the LCBO via their back door and TPS began to engage with the individual. The individual threw bottles at the officers but then retreated to the vestibule. The individual was armed with broken bottles and threatened to kill any officer who entered the vestibule.

While the supervisor was inside the store with the LCBO employees and customers keeping them safe, S/G Teodoro Jauch and S/G Abbygail Letrodo assisted the officers who were posted outside by directing pedestrian traffic and maintaining constant contact with each other.

The team handled themselves incredibly well given the extremely intense nature of this incident. Their ability to work together under such high-stress situations speaks to their quality of teamwork.

Their efforts should not go unnoticed. Good guards are definitely made by good guard companies.