

how
refreshing!

* SACO promise to always offer you outstanding service

saco | the serviced
apartment
company

The SACO service promise

- 1 We'll respond to your enquiry within one hour
- 2 We'll give you the best available rate every time
- 3 We'll give you a named contact so you deal with the same person whenever you call
- 4 We'll tell you about the extras with total transparency and no nasty surprises
- 5 We'll be practical, so if we can't match your exact requirements, we'll tell you what we can do to best suit your needs
- 6 We'll provide the local information you need including apartment proximity to your office, transport links and local amenities

The SACO centre of excellence

Over 17 successful years in the hospitality industry have helped us to shape the SACO Centre of Excellence, a foundation of six principles that are supported by our three core business values:

- 1 BE AMBITIOUS
- 2 HAVE TEAM SPIRIT
- 3 DO THE RIGHT THING

Customers - We recognise that our customers don't all have the same requirements, so we always take the time to listen to your needs to offer the most appropriate solutions.

Reporting - When it comes to reporting, we will measure and share what matters most to you, whether that's speed of response, nights stayed or guest satisfaction.

Systems - We constantly innovate and explore how we can use technology to make working with SACO as effortless as possible for you.

People - It's people that really make a difference, so we focus on training and developing our teams to ensure you always experience The SACO Welcome whenever and however you contact us.

Structure - We flex and adapt our structure and teams to give you the support you need. For example, you told us you wanted a dedicated point of contact every time you call. We made it happen.

Processes - We want you to enjoy the SACO experience, whether staying in one of our apartments or speaking to a member of the team over the phone. Our approach to business processes ensure you receive a consistent level of service from enquiry through to invoice.



We know you're busy, so we'll do everything we can to make your life easier.

How refreshing. Welcome to SACO.