

On Verve wins Bronze for Best Customer Experience at UK Business Awards 2024

1 year ago



[On Verve](#) has been recognised for its transformative approach to workplace experiences at three Manchester properties of a global asset management business.

On Verve's unique DayMaker initiative – a dedicated team of enthusiastic and professional front-of-house staff – ensures seamless service and creates a sense of community among tenants. By hosting engaging events, supporting local businesses, and maintaining strong ESG commitments, On Verve is reimagining the corporate reception industry.

Key initiatives included:

- Developing a wild garden on the building roof with a live wildlife stream in reception.
- Organising wellness workshops, self-defence classes, and charity drives.
- Creating opportunities for tenant collaboration through pop-up events and community activities.

Underpinning these initiatives was On Verve's dedication to consistent staffing, ensuring uninterrupted service for tenants. It's bespoke training platform, Synergy, has also equipped team members with the skills to deliver a positive workplace experience.

Tenant feedback spiked with positive reviews whenever DayMakers were present, with tenants frequently commending DayMakers for their warmth, professionalism, and imaginative event planning. Examples of tenant feedback included:

"Whenever I have been in these kinds of buildings, the front of house seems to just smile and help as and when they need to. My DayMaker always goes above the standard. She has made me feel so much

comfortable and welcomed me on days when I've not wanted to be at work. I cannot thank the team enough for the hard work they do."

Bianca Angelico, director at On Verve, said: "This award reflects our unwavering commitment to creating exceptional workplace experiences. We believe that people are at the heart of every thriving workplace and our team of passionate DayMakers works tirelessly to ensure every tenant feels valued and inspired. This recognition is a testament to their dedication and creativity, and we couldn't be prouder of what we've achieved. We look forward to continuing to innovate and delight in the years to come."

The UK Business Awards is one of the country's most respected platforms for recognising excellence in business performance and innovation. The Best Customer Experience category acknowledges businesses that go above and beyond to put customers at the heart of their operations.