



A new standard in  
facility management.

Luxentra



# Luxentra

We turn ordinary moments  
into exceptional experiences

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Dear Valued Partner,

I’m Amani Dailal, Founder of Luxentra. With over a decade of experience in the business world, I’ve learned that the heart of every successful organization is not just efficiency, it’s the ability to create meaningful, human-centered experiences.

At Luxentra, we believe that facility management should go beyond maintaining spaces; it should enhance and elevate them. That’s why we seamlessly blend hospitality, smart technology, and operational expertise to craft environments where every interaction is effortless, every detail is attended to, and every moment is exceptional.

Our approach is simple yet powerful: flexibility, professionalism, and a genuine commitment to excellence. Whether it’s reception services, event staffing, or workplace support, we tailor our solutions to meet your needs, ensuring your workspace is not just functional, but inspiring.

I invite you to join us in redefining facility management, where innovation meets care, and excellence is not a privilege, but a standard.

**Welcome to Luxentra, where we turn ordinary moments into extraordinary experiences.**

Warm regards,

*Amani Dailal*  
Founder of Luxentra

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At Luxentra, we believe that facility management is much more than routine maintenance: it's about creating memorable, human-centred experiences.

We started with a simple idea: every detail matters, and every interaction can transform an ordinary day into something extraordinary. Our journey began with a commitment to infuse warmth, care, and smart technology into every service we offer.

### What We Do

We blend genuine hospitality with digital innovation and expert know-how to deliver personalised workplace solutions. Our offerings, from reception and admin support to event staffing, cleaning, and worksite support, are designed to adapt to your unique needs. By integrating smart digital tools, we ensure every service is efficient and inviting.



**Our mission is simple: to help you work better, feel better, and thrive.**

We believe that when your workplace is managed with precision, care, and the right mix of technology, every interaction becomes an opportunity for excellence.

Our team is dedicated to providing flexible, high-quality services that transform the everyday into exceptional experiences.

### WHAT DRIVES US

**We stay flexible, always aiming for excellence and simplicity.  
In short: we're good sense in action**



#### Uncompromising excellence

Every interaction matters. Whether it's a quick reception call or a long-term partnership, we deliver impeccable service 24/7, because excellence isn't optional; it's our norm.



#### Good sense in action

Every interaction matters. Whether it's a quick reception call or a long-term partnership, we deliver impeccable service 24/7, because excellence isn't optional; it's our norm.



#### Flexible by design

One size never fits all. We adapt to our clients' needs, offering tailored solutions instead of rigid packages. Flexibility is the backbone of our client-first approach.



#### Innovating for Simplicity

We integrate smart technology and AI to streamline, never complicate, your experience.

#### THE PROBLEM WORTH SOLVING

# + 70%

of companies say that interruptions caused by poor facilities management services reduce their productivity.

(Source: Forbes / HBR)

# + 40%

of visitors judge a company on the quality of its welcome from the first impression.

(Source: Front Office Journal)

#### OUR SOLUTION: A NEW STANDARD

At Luxentra, we are setting a new standard for facility management, where hospitality, technology and personalisation are blended to deliver impeccable care to you.

At every moment.

#### OUR IMPACT

# 100% personalised

Our solutions adapt to your needs, not the other way round.

# 24/7

Our total availability means we can adapt to the specific needs of each customer, anytime.

# Our Solutions are conceived to optimize your operations

All our solutions use smart, AI-powered digital technology to drive efficiency and precision.



## Reception and Admin Support

A welcoming reception and tech-powered admin support that keep your workplace running smoothly.



## Event Staffing

Premium personnel and attention to detail, ensuring your event is a success.



## Cleaning and Maintenance

A spotless, well-maintained environment that boosts morale and productivity.

From reception to worksite support, we redefine facility services with a personal touch  
So you can focus on what matters most: your results.





# Reception and Admin Support

First impressions set the tone for every workplace. Our professionals bring genuine warmth to every greeting, while efficient admin support streamlines your daily operations through a blend of face-to-face service and digital solutions powered by AI-driven software.

From managing calls to handling appointments, our trained staff adapt to your culture, making it seem as though they've always been part of your organisation. All so you can focus on what truly matters: achieving your goals.



## Your needs

- A professional, welcoming front-desk
- Efficient administration without adding extra burdens to in-house staff
- Multilingual support for diverse visitors and teams
- Staff who fit right in, whether it's for a week or a long-term project
- An approach that treats every visitor and colleague with care

## How can we help

- Professional hosts who learn your culture, becoming an extension of your team
- AI-driven call handling, appointment setting, and digital admin support that streamline your operations
- Friendly greetings in multiple languages, ensuring everyone feels understood
- Personalised training so our team reflects your brand's values at every interaction
- A commitment to hospitality that elevates every interaction

## Our solutions combine smart tech and AI to deliver you...

- Smart agenda management (calls, appointments,)
- Automated guest check-in
- AI-driven visitor tracking

# Event Staffing

Events are about making lasting impressions. At Luxentra, we don't just staff your event; we become part of its heartbeat. By blending hospitality with precise coordination, supported by smart digital tools powered by AI, our team ensures every moment feels welcoming and well-organised.

From greeting guests to managing logistics and behind-the-scenes work, we cover every detail, making your event shining from start to finish.



## Your needs

- Professional staff who embody your brand and maintain high standards
- Friendly, knowledgeable hosts who set the tone for a positive experience
- Multilingual support for international audiences
- Flexible staffing solutions that scale with your event's size and complexity
- Efficient on-site coordination to keep everything running smoothly

## How can we help

- A carefully selected team aligned with your brand ethos
- On-site support and coordination, from check-in to trouble-shooting
- Multilingual hosts who bridge communication gaps
- Dedicated on-site supervision to handle logistics, keeping your event running smoothly
- Our AI-powered solutions featuring e-ticketing, digital guest lists, and real-time analytics to streamline check-ins and drive dynamic event management

## Our solutions combine smart tech and AI to deliver you...

- Real-time event management apps for seamless guest flow and incident response
- Digital badge scanning & seamless check-in processes
- Adaptive staffing solutions based on real-time attendance data



# Cleaning and Maintenance

Clean, and well-maintained spaces help everyone feel their best. Our dedicated teams bring impeccable care to your workplace using quality products and ecofriendly methods to keep your workplace pristine.

Whether it's routine cleaning, deep cleans, or ongoing maintenance, we deliver consistent, high standards. Our service is further enhanced by AI-powered scheduling and real-time monitoring that adjusts to your needs. After all, a comfortable environment sets the stage for outstanding work.



## Your needs

- Clean, hygienic spaces for employees and visitors
- Tailored cleaning schedules that fit operational hours
- Preventative maintenance to avoid costly repairs and downtime
- Transparent reporting on cleaning standards and performance

## How can we help

- Bespoke cleaning plans aligned with your workflow
- Routine maintenance checks and quick response to any emerging issues
- Strict adherence to health, safety, and sustainability regulations
- We provide real-time tracking powered by AI-driven insights for complete accountability

## Our solutions combine smart tech and AI to deliver you...

- Eco-friendly cleaning solutions with smart scheduling
- Real-time tracking of cleaning quality & compliance reports
- Proactive maintenance to prevent costly repairs



# Luxentra

Let's elevate your  
workplace together!

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