



# Services Explained

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Lake Biltmore Executive Suites are ideal for small business or satellite locations for larger corporations. They consist of 52 individual offices, two conference rooms, two kitchens, and project / work areas. We pride ourselves in offering a professional and friendly atmosphere.

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## SERVICES INCLUDED IN RENT

### **Phone Answering**

One (1) phone line will be answered M-F 8:00am to 5:00pm in the appropriate company name. If you so choose, calls will be announced. If you are unavailable, we will transfer your calls into your voicemail. Your clients will be greeted in a professional manner and attended to until their appointment time with you. Should you have any special instructions, please discuss them with us prior to their arrival.

### **Conference Room Use**

The conference room is scheduled through the receptionist and is on a first come first serve basis. Should you need to cancel your conference room time please notify the receptionist two hours prior to the scheduled time. Otherwise you will be charged for the scheduled room. Should you be more than 15 minutes late, your conference room may be given to another party. For conference room charges please see receptionist or reference the price schedule sheet.

### **Kitchen Facilities**

The kitchen / break room facilities are provided for the Executive Suite Tenants. A refrigerator, microwave, filtered water, and soda machine, as well as freshly brewed coffee for your enjoyment and convenience.

Utilities / Janitorial Services: All utilities are included and your office will be cleaned five nights a week. (Sunday-Thursday)

## SERVICES BILLED MONTHLY

### **Secretarial Services**

Should you have the need for these services, please speak with the manager to determine an estimate and time frame for the project(s) you wish to have completed. All projects will be completed in a first in, first out fashion and a 24 hour turn around time frame will apply.

### **Fax Machine**

The fax machine is located at the reception desk. Please give any outgoing faxes to the receptionist on duty. Faxes will be sent immediately. Any faxes that you receive will be placed in your mail box. The fax machine is in operation 24 hours a day, insuring that anyone attempting to reach you outside of our time zone will be able to get through.

### **Copy Machine**

The copy machine is located in the central work area and is available for your use. You will be issued a "pin number" which will allow you to use the copier at your convenience. If you have any questions regarding the operation of the copier, any of our staff members will be happy to assist you.

### **Postage / FedEx, Airborne, UPS**

Any un-stamped outgoing mail should be placed in the "outgoing mail basket" in the work area no later than 3:00pm daily. Please make sure that your return address is on the envelope, or that it is marked as to who is sending it. If we cannot determine to whom it belongs it will not be sent out that day. We offer FedEx, Airborne, UPS, and Express Mail. Pick up any air bill slips you will need at the reception desk. The charges will be billed back to you on the upcoming month's invoice.

### **Mail Service**

The mail is delivered to the building between 10am and 3pm M-F. Once we have received the mail it will be sorted and placed in your designated mail box. Outgoing mail is taken down to the mailbox around 3:45pm M-F.

### **Deliveries**

Deliveries will be accepted by the front desk. Upon signing for the package, it will be placed in/on your mail box or in your office. At this point we are no longer responsible for the item.

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