

**GENIUS EXECUTIVE CENTRE MEMBER'S GUIDEBOOK**

Thank you for choosing Genius Executive Centre (the "Centre"). The Centre seeks to provide you with business support services that will allow you to focus on your core business and grow it. Please use this guidebook to help you make the most out of your stay at the Centre.

**SERVICES<sup>1</sup>**

As a member of the Centre you receive the following services: workstation with a lockable drawer, computer, internet, and a telephone extension shared by two. You also get to use the following shared services: receptionist, reception area, two meeting rooms, board room, lounge, cleaning services, messenger services, Post Office Box and IT support among others.

**Workstation<sup>2</sup>**

The workstation is exclusively yours between 7 a.m. and 7 p.m. Monday to Saturday. You are to be issued a key for the lockable drawer. This key is returnable at the end of your membership. Each workstation is numbered. Find the number of your workstation on the top right or left corner of your partition divider

**Computer**

The Centre makes available a new Pentium 4 spec computer for your use. The computer is given to you in perfect working condition. We provide round-the-clock technical support for any maintenance, additions or alterations on the hardware or software.

**Internet**

We provide broadband internet with a dedicated downlink of 256Kbps and dedicated uplink of 64Kbps. Our ISP supplier is the leading corporate ISP supplier and voted severally as the best corporate ISP. Our ISP provides a 99.8% guarantee on speed and connectivity. In addition our supplier provides a backup dial-up link and 24 hour support. We pass on all these benefits to you.

**Telephone Extension**

There is a telephone extension for every two workstations. This extension allows you to connect to the PABX system and make and receive calls. Each extension has a 3-digit number. Use our telephone extension layout attached below to know the extension numbers for the workstations at the Centre.

***How to make a phone call***

The telephone system is a pre-paid system. To make a call follow the steps below:

1. Ensure you have a valid Telkom calling card
2. Dial 9
3. Dial 0844 and follow the instructions

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<sup>1</sup> Subject to type of membership

<sup>2</sup> Subject to type of membership

The Centre provides three telephone lines that you can use to make and receive calls. You may use these numbers on your official correspondence (letters, brochures, cards)

1. 342225
2. 342120
3. 342108 (which doubles as the fax line)

## **SHARED SERVICES**

### **Receptionist**

The receptionist at the Centre is well trained for all front office procedures. There is a receptionist available during all official open hours of the Centre. Where the main receptionist is not available he or she may be assisted by another Centre staff member. The receptionist has five tasks: to receive visitors, to handle phone calls, to take messages, to control board room usage, and to assist in sending and receiving of faxes. The receptionist can be reached by dialing 0 from your telephone extension. You may also ask the receptionist to temporarily store items for you such as keys or documents. Please **DO NOT** ask the receptionist to store any valuables such as cash, mobile phones, or jewelry.

### **Reception Area**

The large and spacious reception area has sufficient seating to accommodate at least seven seating people. Where more seating space is required the meeting rooms may also be used, these can accommodate an additional six people. If you believe you will require more seating space for your visitors on a specific date please make prior arrangements with the receptionist.

### **Beverage Vending Machine**

A beverage vending machine at the reception area provides hot tea or coffee on demand. Each cup of beverage costs K.Shs. 20. Instructions on how to use the machine can be found on the machine. If you require any help using the machine please seek help from the receptionist.

### **Meeting Room**

The meeting room is semi-partitioned and is suitable for short meetings of two to four people.

### **Board Room**

The board room is available to all members. To ensure that each member gets a chance to use the boardroom, we require you to book your time of usage in advance. The boardroom booking sheet can be found with the receptionist. It contains a breakdown of all hours from 7am to 7pm, Monday to Saturday for the current week. You are allowed to book for a maximum of one hour per day and requested to book at least one hour before the time of use. However if the boardroom is free and has not been booked you may use it. The boardroom may be locked when not in use, please request the keys from the receptionist.

### **Lounge**

The lounge can be used by members for relaxation or meeting with their visitors or clients. The lounge is found inside the members' only area and comprises of a five-seater sofa set.

**Pigeon Holes**

The Centre provides optional pigeon holes for the members. If you would like to have your messages dropped in the pigeon hole please inform the receptionist. Each pigeon hole is labeled at the top, and your pigeon hole corresponds to your workstation number.

**Newspapers**

The Centre subscribes to the Standard and the Nation dailies as well as the weekly Financial Post. These are available for use by all members. Where you want to read any of the papers please ask the receptionist who will find it and bring it to you.

**Cleaning**

The Centre provides cleaning services for your workstation. Please use the waste paper basket below your workstation to dispose of any dry waste. If you have any waste with a liquid component please ask the cleaner at hand to dispose it for you. The cleaner can be found at the extreme back end of the members' only area.

**Messenger Services**

The Centre provides a messenger to run your short errands within the CBD. The messenger has a good command of spoken and written English and may be sent for any short errand within the Nairobi CBD. We request you not to use the messenger to deliver/collect anything that requires carrying a large amount of cash or valuables. Although there is no extra charge for this service, you are encouraged to tip the messenger.

**Post Office Box**

You may use the Centre's post office box for all your mail correspondence. The box is checked daily. The post office box number is 40665 and the postal code is 00100. The mail box is located at the General Post Office.

**IT Support**

The Centre provides round-the-clock IT support. Where you have any IT problem please use the escalation procedure attached herewith to report the problem and get a solution. The technical support team comprises the management team, technical associate, and IT support staff.

**Consultancy**

As part of our services we offer on demand management consultancy. The consultancy team has wide experience in startups and provide free consultancy for all members of the Centre. As entrepreneurs they understand some of the challenges you might face and the solutions to them. The team provides consultancy in law, technology, finance, taxation, management, operations, and human resources. The Technical Associate also provides specialized internet consultancy at no charge.

**Security**

The Centre provides security for you and the items you bring in for use in your business in the following ways:

1. We monitor all items leaving the Centre to ensure they belong to the person removing the items
2. We provide insurance cover for fire, accidents and incidents, and burglary for up to four million shillings as per the policy.

### **Marketing**

The Centre provides several marketing outlets for your products.

1. Use of the notice board – please coordinate with the center manager
2. Use of the reception for flyers – please coordinate with the center manager
3. Use of your geniuscentre.com mini-site to drive traffic to your website or generate sales leads – please coordinate with the centre manager.

## **OTHER SERVICES AVAILABLE AT THE CENTRE**

### **Bureau Services**

At the Centre you can print at a cost of K.Shs. 6 per page. Scanning and typing is also available at a fee. Please coordinate with the centre manager for bureau services.

### **Genius Financing**

the Centre Financing is a credit option that allows you to make part payments for your monthly fee. To make use of this credit facility you need to pay at least K.Shs. 5,000 of your monthly fee. The balance should then be paid within seven days together with a 15% interest.

### **Services Offered by Other Members**

The Centre aims being a one-stop shop for all your business support requirements. At the Centre we have members specializing in various fields and these are constantly increasing.

You are invited to share information about your business using the different marketing outlets available at the Centre.

## **ESCALATION PROCEDURE**

If you are facing any problem at the Centre please use this escalation procedure

1. Call the receptionist at **0** to report the problem
2. Inform whether it is an IT problem or an administrative problem
3. If it's an administrative problem the centre manager will respond to it; if an IT problem an IT support staff will respond to it.
4. If you are not satisfied with the response please contact the senior management at [geniuscenter@softlaw.co.ke](mailto:geniuscenter@softlaw.co.ke). Management will contact you within the day to update you on the status of resolution of your problem.

### **Other tools in reporting problems**

1. The suggestion box (pick a rate card from the receptionist)

## **STAFF**

The staff at the Centre works closely together to ensure you are comfortable and productive in your stay at the Centre. The members of our staff are found in the attached the Centre Staff List.

**THE CENTRE STAFF LIST**

| <b>Name</b>      | <b>Title</b>        |
|------------------|---------------------|
| Robert Otoch     | Office Assistant    |
| Vincent Khamadi  | Night Supervisor    |
| Patrick King'ori | Technical Associate |
| Gladwell Mumbi   | Centre Manager      |
| Harry Karanja    | Consultant          |
| Stephen Alala    | Consultant          |
|                  |                     |