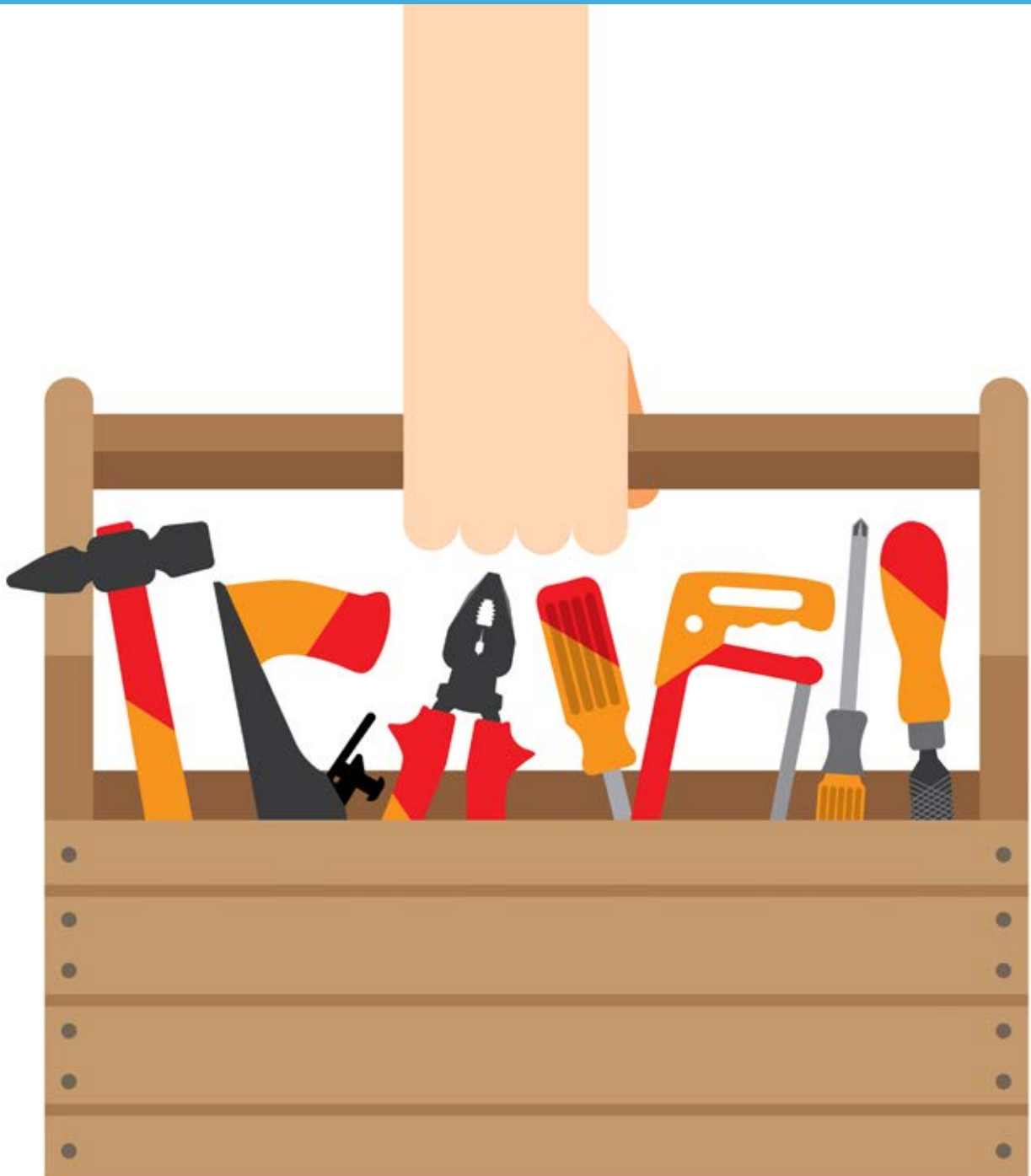


GUIDE 1: **THE WAY WE WORK**





Great, you have committed to improving your office interior.

At Rhino Interiors Group we strongly believe that by inspiring people through intelligent workspace, you are helping your business to grow.

So let's get started!

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4 Rhino Interiors Group is a highly innovative interiors organisation with a passion to help businesses, just like ours, to improve their office surroundings and levels of productivity in the workplace.

We pride ourselves on engaging with our clients in order to fulfil their vision of creating a workspace that is not only functional but inspiring. We feel that the only true way to achieve this is to act like the 'eyes and ears' of our clients and by embedding ourselves in their culture, because no workplace is the same.

We aim to help businesses reach their full potential by maximising on what is most important to their business, their people.



## A WORD FROM THE DIRECTOR



*With over 40 years' experience of working together to create intelligent environments, we at Rhino Interiors Group know how important it is to engage our workers.*

*So that is why we give our customers everything they can expect from an interior design company... and more, to help create office spaces that work.*

*We are a financially strong, family run company that understands the importance of personal, local service.*

*We tailor our packages to suit your needs and create an office space that delivers something back to your business. And because no business is the same, we don't think you should have to settle for anything less than the wow factor.*

*At Rhino Interiors Group we nurture driven and enthusiastic professionals who strive to do better every day. We maintain a healthy balance of professionalism and fun in the workplace because we want the public to feel welcomed by our office, our motivated staff and the brand we have worked so hard to build.*

*So now it's time to let us see what we can do for you.*



Ben Wheatcroft,  
Director

## WHAT CAN YOU EXPECT FROM RHINO INTERIORS GROUP?

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We are different compared to other companies because at Rhino Interiors Group, we don't say no without good reason.

The current economic climate presents turbulent times for business owners and so we always aim to work to your time schedule.

Not only will our extensive range of products and services help create the office space you need, for value for money to improve your business, but at Rhino Interiors Group we also use our expert knowledge to ensure that every project is unique.

We work closely with your team to truly understand your brand aspirations and to make sure your workspace reflects this.

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**INTERIOR FIT-OUT**

Key design elements to consider when creating the ultimate workspace include;

- Canteen facilities
- Meeting rooms – both big and small
- An inviting reception area for clients to relax in
- Quality toilet facilities
- Quiet areas
- Areas for optional cross-functional and flexible working, such as break out areas

We can offer you a flexible and tailored service to suit your requirements. So whether you're looking for partitioned walls, suspending ceilings, washroom installation or kitchen installation, we will even install the lighting and power you need to have your workspace up and running in quick time.

**Package details:**

- Initial workplace assessment
- Daily access to expert advice and guidance from an assigned project manager
- External remodelling to full M&E package 'fit-out'
- 3D visualisations
- Guidance on space optimisation
- An expert fitting team
- Furniture installation



**INTERIOR DESIGN**

We love to be creative and we believe there is no better incentive than to come to work and feel inspired by the surroundings, whether it be the people or the furnishings. We are lucky to say we have both. So whether you think something is missing from your office buzz, we will spend time with you to assess your needs and come up with a design solution to tickle your taste buds.

**Package details:**

Initial workplace assessment

Assigned interior designer

Daily access to expert advice and guidance from an assigned project manager

3D visualisations

Guidance on space optimisation

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**INTERIOR REFURBISHMENT**

Sometimes people become so used to their surroundings that the energy in the office becomes static and uninspiring. We have the power to maximise the potential of your office by giving it a new lease of life. Using colour psychology, we choose colours and tones to reflect your company's aspirations and reinforce the corporate culture. We look at the comfort and style of furniture as well as how they are arranged for optimal effect and we will also suggest ways to improve flexible working and communication using partitioning.

**Package details:**

Initial workplace assessment

Daily access to expert advice and guidance from an assigned project manager

3D visualisations

Guidance on space optimisation

An expert fitting team

Furniture installation

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**WAREHOUSING**

We provide storage and workflow solutions to the logistics and storage industries. Our superior working environments help to reduce costs, improve efficiency and boost staff morale.

Our dedicated surveyors will travel to your site in order to determine the most efficient and cost-effective method of storing your goods. Competitive quotations are accompanied by a suggested programme of works, relevant health and safety documents and site drawings. Once quotations are accepted a full and detailed site survey will take place to ensure quick and trouble free installation.

**We can help you with:**

- Pallet racking
- Mezzanine floors
- Shelving
- Partitioning

**Package details:**

- Warehouse design
- Free site visit
- Quotation and three dimensional drawings
- Site visit
- Expert installation

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**FURNITURE**

Whether you are looking for desks, chairs or storage solutions we can advise you on the best colours and styles to suit your corporate themes and interior décor. The quality of our furniture and five year structural warranty gives you the peace of mind that our desks, chairs and storage will serve your needs for many years to come.

**Package details:**

Free delivery

Free installation

No obligation proposal

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## REASONS TO CHOOSE RHINO INTERIORS GROUP

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### Free consultations

At Rhino Interiors Group, we offer free consultations. We will come and visit your premises for free and carry out an assessment of your office before pulling together a quote for your perusal.

### Space optimisation and 3D visualisation

We always try to make sure our clients get the most for their money. By using 3D visualisations, we can optimise your office space and cater for your needs in a way that is more cost efficient for your business and still gives you the wow factor. Whatever your business objectives, our aim is to always inspire business growth by creating intelligent workspaces that engage staff and improve productivity.

### Project management

Our clients will always receive one-to-one care from our expert project managers, so you can rest assured your project is in safe hands from conception to completion. Although we want you to be as involved as you want, our service guarantees a stress free journey, so that you can continue to get on with the more important things... like running your business.

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## THE PROJECT BRIEF

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We believe that the most important aspect of any project is customer participation. From the onset, we will gather all of our proposals and all of your ideas into one project brief to make sure the project meets your business objectives.

We will always aim to not only understand what you want to see as a result of your project but also what you aim to achieve, whether you are trying to improve staff productivity or increase footfall to your office.

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## THE CUSTOMER JOURNEY

We want our customers to feel completely confident about the service we have to offer at Rhino Interiors Group and so to ensure a completely seamless service, we have mapped the customer journey from start to finish so you know what to expect along the way.

**HELLO!**

ONCE YOU SUBMIT YOUR ENQUIRY TO RHINO INTERIORS GROUP, WE WILL RESPOND WITHIN 24 HOURS

**PROPOSAL**

FOLLOWING YOUR FIRST MEETING, THE TEAM WILL PROPOSE A QUOTE FOR YOUR PROJECT WHICH CAN TAKE ANYTHING FROM 5 - 10 WORKING DAYS

**LET'S TALK CREATIVES!**

ONE OF OUR SALES REPRESENTATIVES WILL ARRANGE TO VISIT YOU AT A TIME AND PLACE TO SUIT YOU TO DISCUSS YOUR PROJECT REQUIREMENTS

**LET'S GET STARTED!**

YOU WILL BE ASSIGNED A PROJECT MANAGER AND A SITE MANAGER WHO WILL VISIT YOUR PREMISES WITH THE SALES REPRESENTATIVE - YOUR PROJECT MANAGER AND YOUR SALES REPRESENTATIVE WILL BE ON HAND THROUGHOUT THE LENGTH OF YOUR PROJECT FOR ANY QUERIES YOU MAY HAVE

**CREATING YOUR DREAM WORKPLACE**

ONCE YOUR QUOTE IS AGREED, ONE OF OUR SALES REPRESENTATIVES WILL VISIT YOU ONCE MORE TO DISCUSS FINISHES TO YOUR PROJECT

**YOUR QUOTE IS READY**

ONE OF OUR SALES REPRESENTATIVES WILL VISIT YOU TO DISCUSS AND AGREE YOUR PROJECT PROPOSAL

**WE CREATE WORKING ENVIRONMENTS - YOUR PROJECT IS COMPLETE**

## WE CREATE WORKING ENVIRONMENTS

### We do:

- foster a culture of openness, creativity, communication and trust
- listen carefully to understand your needs
- care about what you want achieve
- offer flexible guidance and expert advice
- work to your time schedule

### We do not:

- say no without good reason
- use inappropriate industry jargon
- fluff our words and over complicate matters
- preach about the rights and wrongs of interiors
- alienate clients from their projects





The door is always open at Rhino Interiors Group. Come and view our wide selection of furniture at our office in Coventry or simply pop in for a chat.

If you would prefer to browse our selection of products in your own time, please email your request for a catalogue to [enquiries@rhinooffice.co.uk](mailto:enquiries@rhinooffice.co.uk) and we will send one to you in the post.

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When it comes to building a workspace, there is no one size fits all; every project is different. At Rhino Interiors Group we are able to offer all of our clients a free consultation.

During this time we will assess the workspace, your budget, your business objectives, your timeframe and your ideas and come up with a resolution.

Some of our clients don't ever get as far as deciding what it is they actually want to see and so our job is also about educating people about the various colours and styles of chairs, carpet tiles, desks, kitchen units and washroom facilities on offer.

Deciding what's best for you can be a bit of a minefield but rest assured with our quality knowledge and years of expertise, you won't be disappointed.

The quickest way to find out how we can help you is to get in contact with us by giving us a call or via our website.

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**OUR TEAM**

*Our philosophy is to always build strong, trusting relationships with our clients, as we have done with our own staff. That is how we know that we are doing a good job; because we understand the importance of having a productive work environment and a team who are able to engage with the brand and what it's trying to achieve.*

*We are extremely proud to have worked with so many prestigious clients, many of which continue to work with us time and time again."*



Grant Clarke,  
Project Director

## WHAT OUR CLIENTS SAY



*Rhino Interiors have been supplying office furniture to The Listers Group for over a decade.*

*During that time, they have continuously ensured a swift turnaround of orders to meet our stringent deadlines. Additionally, our aim has always been to provide a professional looking environment and offer functional quality from the furniture we purchase for staff and customers alike. Rhino Interiors have helped us achieve this and within budget.*

*Their ethos, as a family run organisation, has unceasingly been to build on the value of our commercial relationship through a friendly approach, reliability, appropriate advice and competitive pricing.*

*I would wholeheartedly recommend them.*



Gareth Roberts,  
Group Buyer, Listers Group



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