



EST 2013

An Event Hospitality & Operations Support Company

PORTFOLIO

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Introduction to ESS

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Event Secret Service is an Event Hospitality and Operations Support Company focused on training and delivering professional event services, including the areas of professional staffing, manpower management, operations execution & hospitality services, for the event industry.

We believe in challenging the status quo of existing manpower options in the event industry and delivering the highest possible quality of human resources, hospitality and operations standards.



Our Vision & Mission

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Vision

To equip all event organizations and their events with the highest level of human competency and processes.

Mission

- To challenge the status quo and overcome inadequacies within staffing arrangements in the event industry.
- To form a full time professional event hospitality & operations team, serving as the preferred staffing option in the event industry.
- To establish an Event Academy, dedicated to educate and train future aspiring event professionals for the event industry.
- To connect our event students with their future employers, through our network in the event industry.

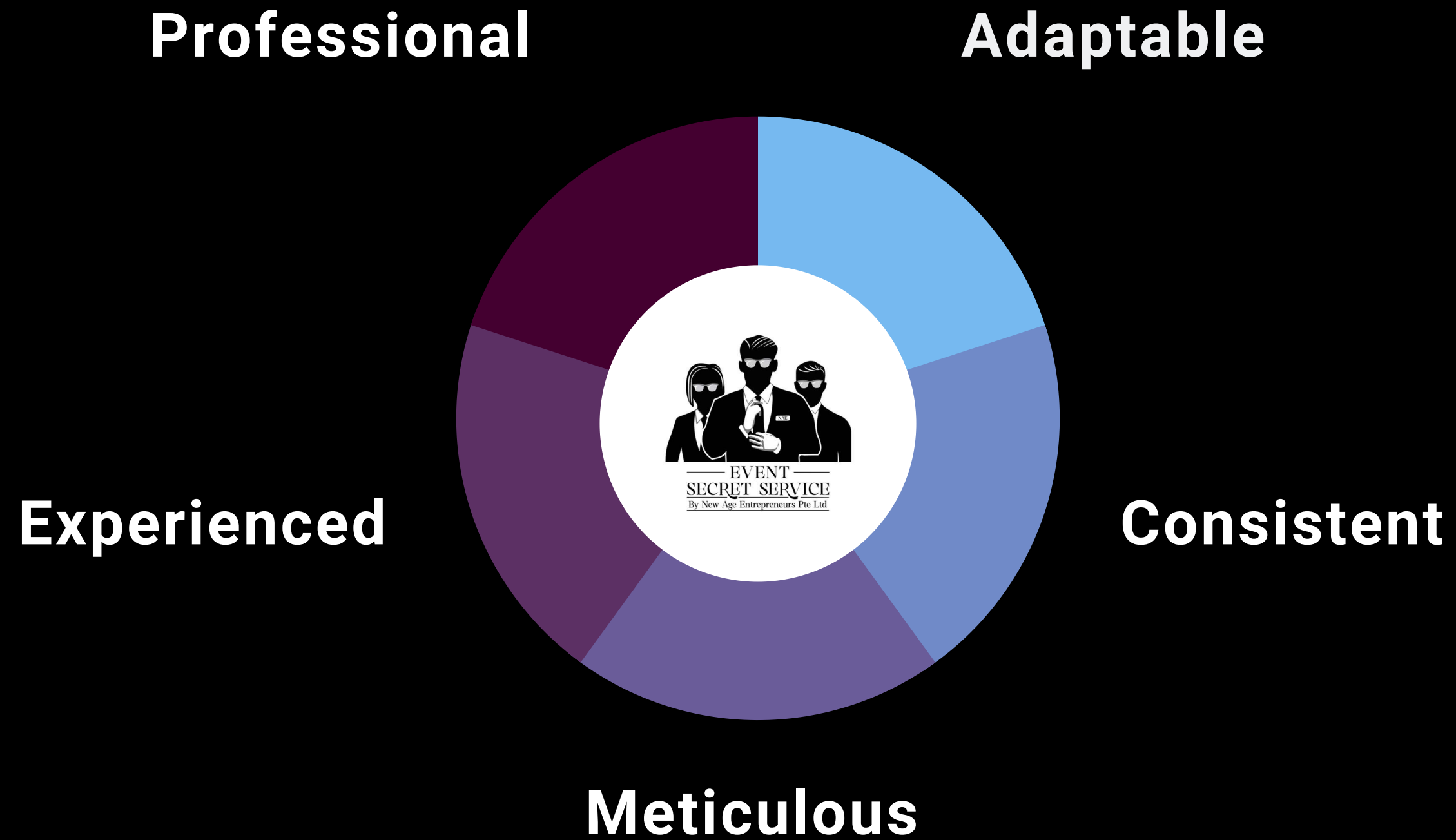


FOO TEE YIEN

Founder & Managing Director of Event Secret Service



Our Service Values



Our Services

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On-site

- Event Staffing (Includes Event Hosts, Hostesses, Mascots and Talents)
- Hospitality or Operations Support, Execution and Management
- Virtual Event Support (e.g Zoom Room Management)
- Meet & Greet, Airport-Hotel or Venue Transfers Coordination and Management
- Theatre Front of House Operations Support, Execution and Management
- Venue Management and Support
- Roadshow Management, Execution and Support
- Other Hospitality, Operational and Management Tasks of similar nature

**For more details of specific roles we undertake or to customize a role with us, do discuss with our team or refer to the rate card.*

**All Staff/Manpower/Members deployed, are either of freelance or full-time nature, organized, curated, engaged, trained, managed and up-kept under Event Secret Service, over a long-term period.*



Our Services

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Administrative and Back-end

- Hotline/Call Centre Operations Support, Execution and Management
- Data Entry
- Transcribing Services
- Other Administrative and Back-end tasks of similar nature

Overall

- Manpower Deployment, Supervision and Management

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Clientele Testimonials

"The essential frontline event staff."

"Having been in events all these years, the hard work, planning and preparing means nothing if your frontline staff lets you down. It just takes one. This team has a remarkable work ethic, training and mentoring a group of fresh young faces with determination, dedication and poise to deliver an exceptional experience every time. A premium that is essential to any successful event."

*- Christ Adrien
Event Director*

"Event Secret Service is truly reliable and professional. They did a fantastic job! Their team is very responsive, efficient and focusing on delivering the best, to get the jobs done. I was very satisfied. Despite the stress and constant challenges on-site, their professionalism to keep cool and proactive is truly remarkable. Looking forward to collaborate with ESS again."

*- Felix Leonardus
Creative Director
Dorier Asia*

"We have worked with Tee Yien and the ESS team for more than 3 years. Always impressed with the team's can-do spirit and speedy response. Event Secret Service is our go-to partner for our on-site resources arrangement."

*- Wang Qifen
Founder
SEVENTY2*

"Thank you ESS for being consistently reliable and accommodating in supporting our events. It is also easy working with a team like ESS because of their familiarity with the respective roles required."

*- Charine Chim
Director
Bulb Events*

*- Angeline Chang
Event Consultant
Bulb Events*

I've been working with Event Secret Service for more than 4 years and have always found the team to be professional and adaptable. Nothing is too much trouble and they can accommodate last minute changes well. The onsite team is always supported by a senior staff member to ensure the best standard of service. I wouldn't hesitate in using ESS for my next event.

*- Judi Godbold
Director, Brand and Live Experiences
goBOLD Consulting Pte Ltd*



Clientele Testimonials

"I have worked with Teeyien for the last 5 years, and am very pleased with the quality of service, which he and his ESS Team provide.

Teeyien is dependable, responsive and sincere in helping us to find solution for manpower needs for our events. I would definitely recommend ESS to others and look forward to doing business with him for years to come."

*- May Lai
Project Director
Csquare Creative*

"We've always loved working with ESS, they train the best people and their managers onsite make a huge difference in managing staff! The visitor experience we want to curate at our events is greatly supported by their professionalism and warm accommodating attitude."

*- Vish Sachin
Account Director
Csquare Creative*

"We have been working with Tee Yien and his ESS team from the time they established in 2015. With their support, we do not need to worry about finding and training part-time manpower to support our events. Over the years we have seen many excellent initiatives led by Tee Yien such as empowering his team to make their own decisions to improve the delegate experience. We fondly remember an awards ceremony where his team stepped up as floor managers to assist with coordination of the award recipients. We appreciate all the help and effort they have put in and we would definitely recommend working with ESS for your event manpower support needs."

*- Victor Lin
Account Director
Csquare Creative*

"Csquare has been working with ESS and Tee Yien since its inception. The quality of manpower provided has assisted our team tremendously to succeed in each event."

*- Joyce Lee
Senior Business Development
Csquare Creative*



Clientele Testimonials

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"Tee Yien and the ESS team are simply amazing! They are professional and passionate individuals who takes pride in their work and never fails to keep up their ESS standards.

They take initiatives and go the extra mile without being asked. I applaud their maturity and professionalism and often looks forward to work with Tee Yien and his team."

*- Sufi Hassan
Senior Events Executive
CWT Meetings & Events*

"It was a breeze engaging ESS to assist with manpower requirement for my large scale events the past 3 years. Tee Yien, Ash & the ESS Team worked closely with me and my team from pre-event to onsite event to post event.

During pre-event, they would take time to meet with me to understand the event, do a site inspection if required, in order to effectively deploy suitable manpower for the roles and responsibilities for every onsite role required.

Onsite, they were very adaptable to change and know the manpower well enough to put the right person for the job when last minute request comes in. The manpower provided are also professional, well dressed and confident.

Post event, they work quickly on administrative matters like invoicing as well. Manpower is a big and important component of our events and ESS certainly takes the load off the main events team by managing this component effectively."

*- Chan Jiayi
Senior Assistant Manager
Singapore Management University
(EX-CWT, EX-My Private Chef)*

"Working with Teeyien's team of professional operations support staff has given us peace of mind as event organizers that we have extensions of ourselves manning the registration, foyer, and other key roles that we as the project managers are unable to man ourselves. It has been a delight working with him, saving us the time to brief extensively as Teeyien and his team are aware of the high standards we would expect from them."

*- Nina Gomez Sarmiento
Head of Operations
(EX-CWT)*

"I've been working with Tee Yien and his team since 2018 and I must say it has been a real breeze!

The team is professional, responsible and helpful on site. I never had to worry about manpower when I work with Tee Yien.

I would definitely recommend ESS for your next event!"

*- Angela Zheng
Event Manager
(EX-Freeman)*



Clientele Testimonials

"Tee Yien and the ESS team has demonstrated excellent competencies in executing their manpower duties for all of our client events."

*- Gerald Aw
Director
Lumaxis*

"Working with The Event Secret Service has been a great value add to our business. They are professional, adaptable and trustworthy, which is extremely important in the running of events. As an events partner, they give us the assurance that the attendee experience will be well taken care off, which puts our minds at ease. Definitely looking forward to a continued collaboration with them."

*- Shane Graham Meyer
Sales Manager
Micepad*

"ESS and Tee Yien in particular have provided us with a truly superb and reliable service when it comes to manpower requirements for our events. Engaging his services simply removes a huge headache we face each time we require temp staffing, we don't even think twice anymore. Punctuality, timeliness, eloquence and rock solid onsite management with contingencies to meet any of our last minute requirements, manpower is really a breeze now!"

*- Eric Brillet
Managing Director
Ekkko Systems*

"Attitude and Reliability is what I look into when selecting teammates for events. For the years I had worked with ESS, the team had shown that they are more than what I expected and they definitely have the ability to do more. It's always great to work with a team that you can trust and you don't need to micromanage.

*Thank you ESS for being part of our team, without your cooperation and dedication towards the work we couldn't have pulled the work together!
Looking forward to our next event together!"*

*- Angela Tan
Registration Manager*



Clientele Testimonials

"Enjoyed working with the ESS team who is professional and well experienced. Very responsive to customer needs, efficient & reliable. Looking forward to continual support from the team."

*- Juliana Tan
Strategic Business Manager
Circles.Life*

"I previously worked with the Events Secret Service team for Circles.Life roadshows. They helped to manage several aspects of the roadshows particularly with manpower, training, staff supervision and location sourcing. It was very beneficial to have the team be aligned with our goals and manage roadshows from end-to-end."

*- Kai Qi
Marketing Manager
Circles.Life Australia*

"Tee Yien and the ESS team have repeatedly provided professional and quality service for the various events we have hosted."

With his years of experience, it was very easy to communicate to Tee Yien our manpower needs and he is quick to provide solutions for potential problems we may face. The teams I have worked with display a level of maturity, meticulousness and professionalism that is admirable and have time and again gone the extra mile to ensure the successes of our projects without extra prompts."

I look forward to working with Tee Yien and his team in the future."

*- Rachel Oh
Employee Experience Expert (Engagement)
Circles.Life*

"Event Secret Service has done a fantastic job in supporting the Creative Rock team for our virtual events. My first impression of them, is that they are able to deploy 50 staff over a 4 days event, in less than a week notice, and yet able to still ensure quality and smooth management of both the operation and their team. They are definitely an asset to have onsite. I look forward to more events with them and wish them all the best in achieving their vision of establishing a professional team for the Event Industry."

*- Alex Tan
Technical Consultant
Creative Rock*



Our Clientele and Partners

FREEMAN®



ALLEXPERIENTIAL



Usage of our Clientele Logos are solely for the purpose of showcasing the Clients who are working with or have worked with Event Secret Service, with the intention of having a better visual illustration. We do not represent our Clients and no attempt of misrepresentation is intended in the process.



Our Clientele and Partners

Mega Scale Events

**The events shown in this portfolio are wholly Organised and Planned by their respective companies.*

**ESS is involved solely in the Operation, Execution and the Management of Manpower of the events.*



Jewel Preview 2019



Shinnyo-en 2017



T4 Open House 2017



Unicity 2016

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Our Clientele and Partners

Venues



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Our Clientele and Partners

Telcos



Creative AV Production Company



Registration Software

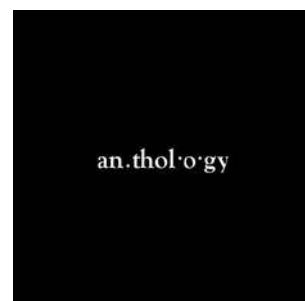


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Our Clientele and Partners

Others



Alice Lee Centre for Nursing Studies
Yong Loo Lin School of Medicine



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Jewel Preview 2019



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T4 Open House 2017



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Unicity 2016



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Circles.Life



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Gateway Theatre



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Capitol Theatre



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MICE Asia 2015-2016



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IP Week 2014-2019



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Maritime Week 2016-2019



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SG Secure (Since 2019)



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Caltex Pineapple Activation



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The Great Singapore Replay



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Aviation Open House 2015



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Adult Playground



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DV China Camp/SG Camp 2015



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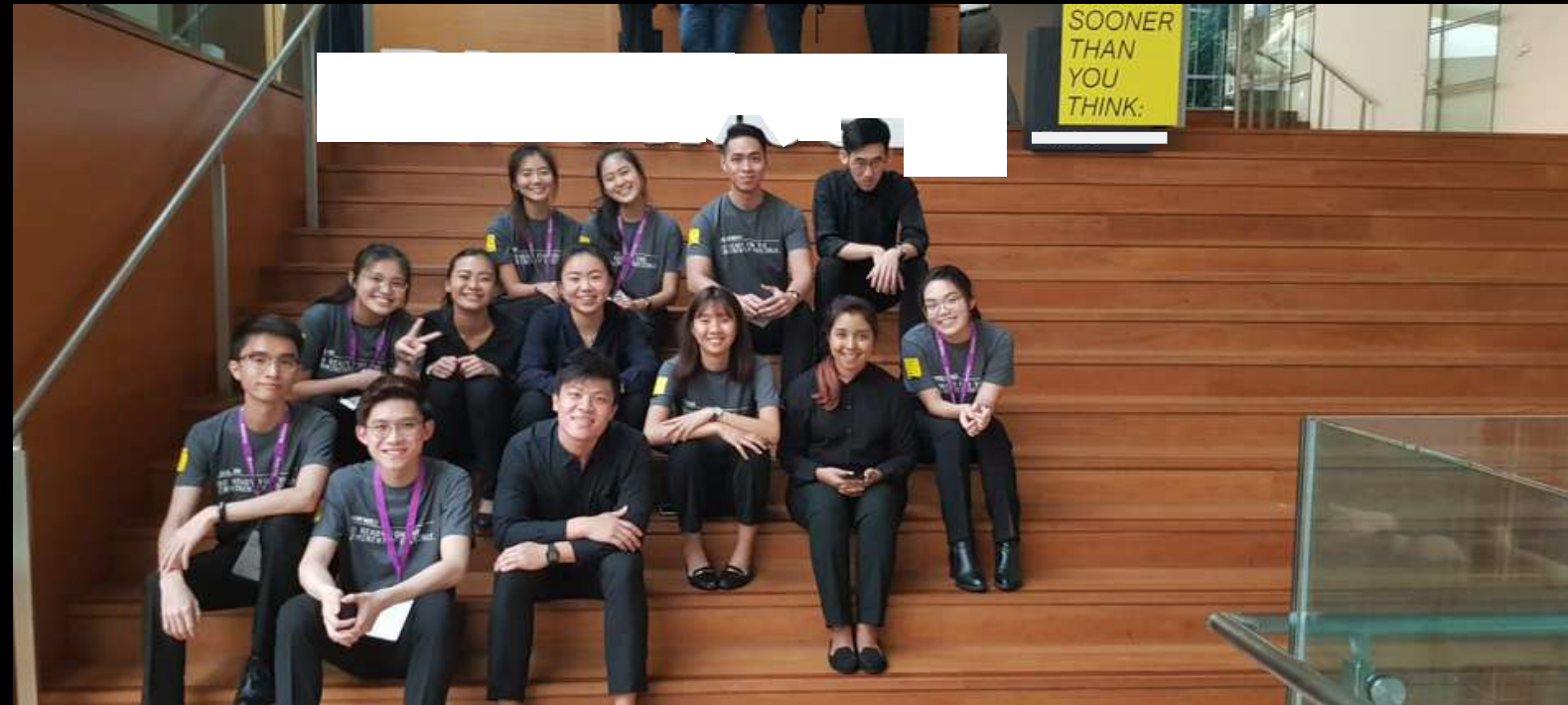
Other Events



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Event Talents and Models



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Our Full Time Team

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MANAGING DIRECTOR

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Our Full Time Team

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HUMAN RESOURCE & OPERATIONS MANAGER

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BUSINESS DEVELOPMENT & OPERATIONS EXECUTIVE

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Thank You

Contact us now to arrange for a meet-up and find out more on how
Event Secret Service can partner and work with you!

To Engage:



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+65 8830 0477

To Join:



recruit@nae-eventsecretservice.com

+65 9832 2372



Event Secret Service



@eventsecretservice



Event Secret Service

Visit our website for more information:

www.nae-eventsecretservice.com

