host Work

The Workplace Experience platform designed to optimize people and space performance, powered by CBRE

Deliver an amazing workplace experience

Host Work helps companies bring ideal employee workplace experience to life by making workplace information and resources easier to **discover, access and manage.**
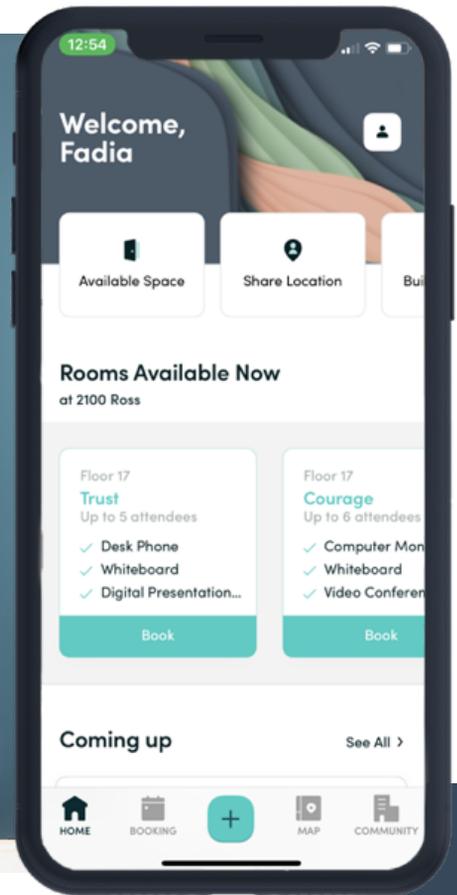
## Inclusion and Transparency

Easily deliver news and information to employees through the Host Work App.

- Post articles and information
- News feeds and building information
- Content templates
- Push notifications
- Event calendars and registration
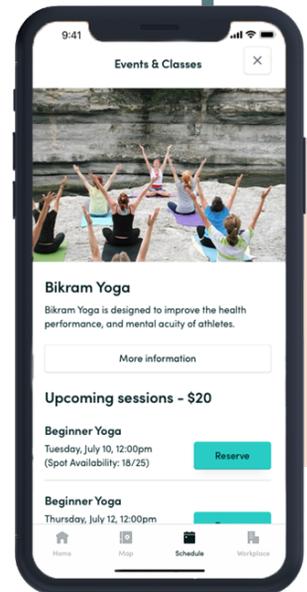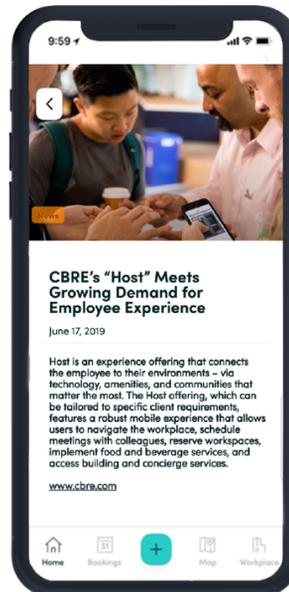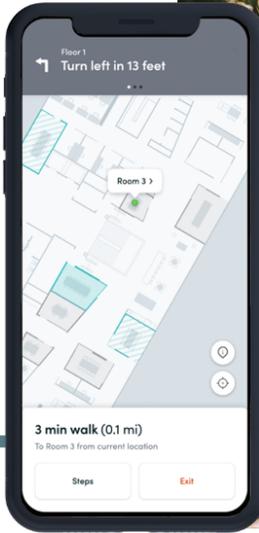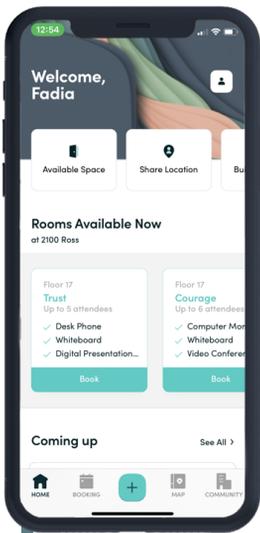
Supported Productivity

Reduce friction, distraction and unnecessary multi-tasking by making workplace resources easier for employees to discover and use.

- Room and Desk booking
- Room recommendations
- Search and filter rooms by features
- Blue dot and turn-by-turn In-office and campus wayfinding
- Office maps with searchable points of interest
- Onsite and local food & beverage information
- Share your location with wayfinding
- Service and concierge requests

Data-driven Innovation

Innovate and evolve workplace resources and support initiatives with data and analytics.

- Space utilization analytics
- Discover which rooms are most and least used, which are abandoned.
- Utilization and duration
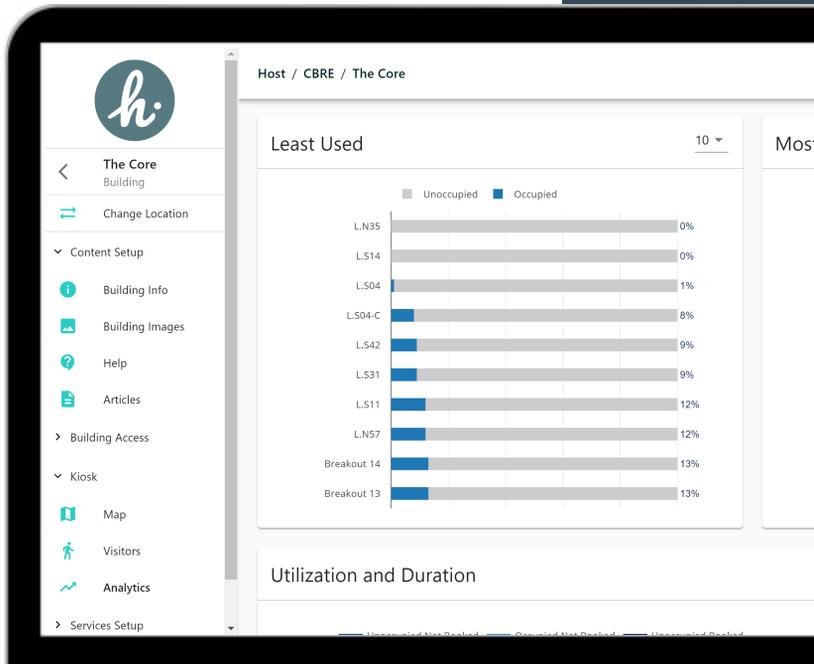
Office Re-Entry Solutions

Manage office re-entry and help your employees feel comfortable, confident and in control.

- Manage building capacity
- Send invites to select employee groups to work from the office
- Enable employees to confirm if they intend to go to the office
- Communicate building status
- In-app re-entry assessments with configurable questions.
- Digital building entry pass
- Social distanced desk booking and desk recommendations
- High traffic office heat maps

Welcome, Brad

Request Cleaning

Entry Auth

Gold Group
Your group is welcome to work from the office this week.

OPEN
2100 McKinney
999 days since last reported case.

25 of 50 desks available

Going In

Staying Home

Coming up   See All ›
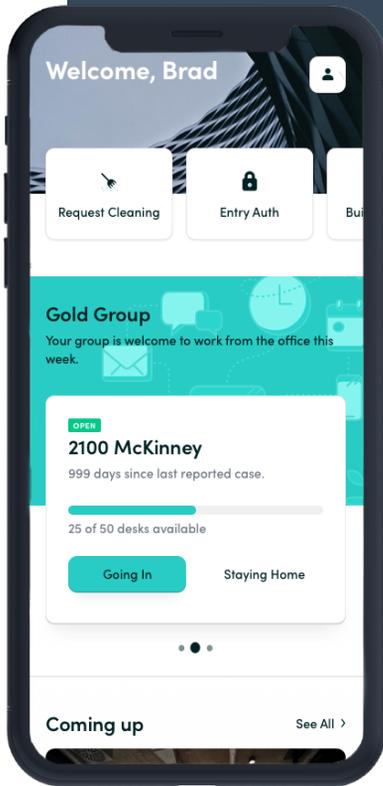
Need help activating your workplace and workplace experience?

Our Host Experience team can develop and manage experiential events and services for you.

11:23

Level 17
2100 Ross Ave

Rooms
From Now to 11:45 AM

HOME   BOOKING   MAP   COMMUNITY

Floor 19
2100 Ross Ave

Desk P-L
Reserved for you

Desk P-L
BOOKED
Dual Monitors | USB Charger

Booked

Show more details

Host helps organizations improve employee performance by helping employees discover, access, and experience the full value of their workplace. Host provides insights measured by time saved, improved engagement, satisfaction, proactivity, and utilization.

h.

host Values

Welcome Warmly:
Be prepared to serve the whole person as they are. Start each employee's day – and every guest's visit - with simple gestures and experiences that reaffirm a natural sense of belonging.

Nail the Basics:
Remove unnecessary friction so visitors and residents can focus on their work without having to think about the tools and amenities they need to excel. Every space, resource, and person should be organized and prepared in advance, and every service should be delivered for maximum comfort.

Anticipate Unspoken Needs:
Relentlessly empower individuals to do their best work by making every day seamless – see and address needs quietly, before they surface to enable greater outcomes with ease.

Activate Culture and Community:
Bring the space to life by reinforcing culture in meaningful ways that create opportunities for the community to come together organically.

Deliver Unexpected Delight:
Create moments of delight and inspiration through memorable gestures and personalized human interactions.

Make the Ordinary, Extraordinary:
Share moments that matter by creating rituals out of ordinary experiences; resonate in such a way that the community looks forward to their next visit.

host Experience Services are flexible

Elevate + Global Retail Campus Headquarters
1:100 Concierge Experience

Elevate Global Consulting Firm
1:200 Efficient Experience

Essential Global Technology Company Campus HQ
1:400 FoH Experience

Host Experience Services

Workplace Experience

Community and
Culture Management

Workplace Care Services

Wellness and Employee Care

Atmosphere and Ambiance

New Hire Onboarding

Commute and Transport
Management

Audio Visual Management and
Onsite Technical Support

Meeting & Event

Conference Room
Management

F&B Menu Planning

Event Logistical Planning

Onsite Setup and Strike

Executive/Client Centers

Audio Visual Management and
Onsite Technical Support

Vendor (Catering, Décor,
Entertainment) Management

Mail & Document

Inbound Mail & Package
Management

Outbound Mail & Package
Management

Document Reprographics

Document Destruction
Management

Reception & Concierge

Reception and Lobby
Experience

Visitor Management

Wayfinding

Concierge Services

Switchboard Management

Specialty Services

Host will oversee these programs in partnership with CBRE strategic sourcing: pet programs, fitness programs, art management, and more

We Operate to a
Clear Standard

By operating to a clear standard each day, the Host team can provide better service based on collaboration, connection and delight.

In Our Daily Work
We are cross-functional
We understand what is expected of us
We know our customers so we can anticipate their needs
We work to a specific standard and prescribed cadence
We can do it, or we know who can
We collaborate closely with other service groups during Host Daily Huddles
We are collectively responsible for delivering a frictionless workplace experience

Measuring Success
**Efficiencies and
Better Client Outcomes**

- Customer satisfaction
- Use of data driven insights
- Production of positive client outcomes
- Employee retention
- Net promoter score
- Safety
- Room readiness

Playbook
Operationalize and establish consistence of service delivery across sites

How-to-Guides
Communicate the standards and practical tips to delivery regionally

Consistency and standards, with local relevance and regional adaptability

Host Certification

Certification Route	1. Pre-Planning	2. Experience Design	3. Implementation	4. Enhance Experience	5. Measure Experience

Let's Host	Let's Serve	Let's Go	Let's Grow	Let's Coach

Onboarding with a Warm Welcome
• New Hiring onboarding
• Benefits Enrollment
• Intro to CBRE, Host, and Intel Values
• Hospitality Basics
  - Words and Tone
  - Body Language
  - Proximity
  - Eye Contact
  - Gestures
• Serving with Empathy
• Active Listening
• Culture & Community
• Ritual & Delight
• Service Recovery
	Setting the team up for Success
	• Team Roles and Responsibilities
	• Functional Training
	• Host Standard Operating Procedures
	  - Intel and Site nuances
	• Hospitality in the Workplace
	• Meeting People Where They Are
		Cross Functional Collaboration Workshop
		• Our shared mission
		• Understanding roles & responsibilities
		• Collaborative Host mindset
		• Learn how to "elevate the experience" with hospitality in any role
			Team Building Workshop
			• Communication
			• Host team mindset
			• Soliciting Feedback
			• Receiving Feedback
				Leadership Development Workshop
				• Understanding fear of feedback
				• How to have effective coaching conversations
				• Empathy in Leadership
				• Coaching Basics
				  - Types of Coaching Conversations
				  - Preparing for coaching session
				  - Tools for success

Digital Support & Enablement

Curated Host Values-based Playlists | Required Online Training | Digital How-To-Be Guides | Curriculum (safety and skill) | Certification Process

Host Certification & Re-Certification

Mandatory Let's Host Training	Hospitality Strategy: Events and Content	Host Values Learning Sessions Completed	Annual KPI Achievement	Community Satisfaction Survey and Mystery Audits

Continuous Improvement