

The logo features a large blue '5' with five small blue stars of varying sizes arranged in an arc above it. To the right of the '5' is the text 'Star Service' in a large, blue, serif font. Below this, the word 'WORLDWIDE' is written in a smaller, blue, all-caps, sans-serif font with wide letter spacing.

5-Star Service

WORLDWIDE

5-Star Manager FAQs

Hours of Operation/Scheduling

Q: How do you schedule/reserve multiple conference rooms?

A: Heather Paciotti, 333 South Seventh: I have a separate calendar set up in Outlook. Tenants book directly through me. It allows me to effectively manage meetings and turn times.

A: Greer Worthington, 181 West Management: Tenants can book directly through me and through the portal. My email provider is Gmail, so for some who request specific confirmations, I send them a Google calendar invite to accept which they can forward to invite others (*Greer is employed by a third party; CBRE EMPLOYEES WILL USE OUTLOOK INVITES)

A: Rebecca Zuccarelli, 161 North Clark: We use the portal for reservations at 161. I am ironing some kinks out with Axis, such as:

- Tenants being able to see which room is reserved
- Ability to print out a report with room, setup and notes
- Ability to change room and times once request has been submitted

Q: Does your 5-Star Center have hours of operation? Are tenants allowed to access the Center after 5-Star Manager has left for the day?

A: Greer Worthington, 161 North Clark, Chicago: We only allow access between the hours of 8:30am and 5pm. If they have reserved the space after 5:00pm, we charge an additional \$100 on top of room rental. This goes to extended HVAC, lighting and security staffing. We do not allow events to go after 9:00 pm. We also require the tenant to build in a half hour set up and break down time when requesting space.

Liability/Insurance/Regulations

Q: Do you have any rules and regulations for use, particularly surrounding alcohol? Do you have insurance?

A: Keshia Martinez, Tustin Centre, Santa Ana, CA: We require tenants to sign our Conference Center rental agreement which contains a clause about alcohol "Tenant will be liable for any damages to the Conference Center, its furniture or equipment, or otherwise that is caused by the tenant. Owner may require different or additional insurance from Tenant or Tenant's contractors, depending on the nature of the use or if alcohol will be present. All indemnification, insurance, limitation on liability, and

waiver of subrogation provisions set forth in Tenant’s lease shall be applicable to both the event and Tenant’s use of the conference facilities, as if the same was a portion of Tenant’s leased premises.”

A: Teri Cardwell, Signature Exchange, Dallas: We do allow alcohol as long as we are provided with the liquor license from the caterer, and it would only be for specific parties or events approved by our building manager beforehand. For big events where this may be the case, we may require a Special Events Agreement – this agreement is mostly used when a tenant wants to use a space other than the conference center (i.e., a white box or spec suite), but could be used for the CC as well. Once we finalize our conference center waiver form, we will require tenant to fill out the form for any event held in that area regardless of circumstance. It’s just not something we’ve had before, but definitely something I feel we need.

Q: How do you handle cleaning up in the 5-Star Center after tenants use?

A: Rebecca Zuccarelli, 161 North Clark Chicago: We ask that the tenants return the room in the condition it was when they arrived. We have only had an issue with the room being left a mess once and this was when meeting planner was not present. Since it was the first time and a new tenant, we notified her and let her know in the future there will be a charge.

- XI. CLEANING: User is responsible for ensuring that room or roof top is cleaned and left in the condition it was reserved in. User will be responsible for any excess cleaning fee The John Buck Company incurs and is also responsible for removing all items which are not the property of the Building. All food items will be disposed of at the conclusion of each day.

A: Erin Tremblay, 125/150 Cambridgepark Drive, Cambridge, MA: At CambridgePark Drive, we charge our tenants per use of the room depending on full or partial use and time, however we do not charge extra for cleaning. Our day porter goes in first thing in the morning, sets up the style of seating arrangements desired then makes sure the room is clean. After the meeting, he will go back in and do the same. In order to ensure that everything is set up and ready, we make sure there is at least an hour in between meetings.

A: Linda Baier, Premier Place, Dallas, TX: When we opened our new 5-Star Conference Center, we sent out a tenant bulletin outlining the new policies of the conference center. Since our building charges a fee, we would have our day porter check the room for trash and wipe down the tables to prepare for the next meeting. However, we did let our tenants know that the room would be inspected for any damage that may have incurred during their reserved time.

Q: We have free snacks and refreshments for tenants to enjoy at the 5-Star Center. We have signs that read “In order to continue to provide snacks and beverages, please

do not take to go,” but people still take their coffee to go. Does anyone have suggestions that have worked for them?

A: Greer Worthington, 181 West Madison:

- Regarding tenant meetings larger than 14 people, we require catering for all food and beverage and I also make it a point to essentially insist to the meeting host/organizer that they cater, even beverages, for larger meetings. This is also on the Rules & Regulations they sign (I know no one reads but it doesn't hurt to have on file).
- I have a coffee maker and pods inside my boardroom, so it really isn't much of an issue there, but larger training/meetings in the other space is where I try to foster the relationship with the host so they are aware and can inform their attendees of our policy. My signs read "In our effort to continue providing complimentary Lounge amenities, please limit your consumption to one beverage per day while occupying the space." People love free stuff, but if you work together and foster the relationship with your contacts, they'll end up doing the work for you so you don't need to "police" :)

A: Courtney Bhenderu, Marathon Oil Tower: The coffee thing is super annoying too. We have a little coffee station we put out in our new management office and people definitely help themselves, although, I do think it has calmed down a little since we first set it up. I know it's frustrating but honestly, I think you have to pick your battles and this probably isn't one of them. I would maybe do one tenant memo that is an end of year/happy holidays kind of thing and just point out all of the fun things you've done this year and how awesome it is to work with such wonderful tenants. I would squeeze in there somewhere how happy we are to offer such amazing amenities for the center but please note, they are only available to use when you are using the center. In order to provide the excellent service you depend on when you book our space, we kindly ask everyone to be respectful of this area and not come to the center to take coffee to-go. Something along those lines. But otherwise, people just like free things and that's ok. If the coffee that person has in their own office is so bad they need a break to come see your smiling face for that one cup of coffee that will get them through the day, then good for you that you can make a difference in their world!

Fitness Centers

Q: Do you use a third party Fitness Center operator? Best practices?

A: Erin, 125/150 CPD – Plus One fitness management team deals with group fitness schedule; looking into other options for better quality and ROI – don't have anyone from Plus One staffing fitness center; compare contracts to see if fitness center staffed

A: Courtney, Marathon Oil Tower – Plus One used in Marathon Oil's fitness center – Manager, two assistant managers

A: Heather, 333 South Seventh – Advantage Health provides staff and amazing programs with classes and challenges; run club, health fair

A: Rebecca, 161 North Clark – Life Start Fitness

Tenant Events/Appreciation

Q: I am looking for ways to improve our tenant events/competitions/trivia. In your experience, do you see more participation from your tenants when you do tenant appreciations/events, tenant competitions (such as Greer's Basketball Tournament) or Tenant Trivia questions where it is more of an individual thing? We always get a great turn out for appreciations when we have food, such as the summer or holiday social, but I find other areas to be more difficult to attract tenants. What are some ideas of how you have gotten more participation for these events. Does anyone have any "out of the box" ideas besides the usual lunch and learns, summer social, etc.?

A: Christine Shaw, 125/150 Cambridgepark Drive, Cambridge, MA: Our tenants react to each event differently and I am definitely seeing more participation in the appreciation events. One of my goals is to always incorporate some type of activity into the event, however I have found that a lot of people are more interested in coming and getting whatever free giveaway is there and going back to their offices (which is a habit I am trying to break). It is important to me to get people to stick around, socialize, and meet people from other companies since there is a disconnect between a lot of the tenants. As each event increases in attendees, I find that people gravitate towards my events that are based around food and adult drinks. We have a lack of communication from our tenant contacts to their employee's so finding ways to get the information out to people that you don't talk to or see every day is key. Certain events however build their own reputation and word catches on...to other buildings as well! Additionally, I have found that the time chosen for events has a major impact on participation. People are always looking for reasons to get out of the office, and people also do not want to stay too late after work. No one, and I mean no one is here on Monday's and Friday's, so I keep most of my events on Tuesday-Thursdays (at least during the summer months) unless something falls on a holiday that we are celebrating. Ways in which I promote the events include lobby boards, captivate, flyers in the elevators, word of mouth (telling everyone I see in the buildings), security support/WOM, and by making announcements in my programs and lunch & learns! I am finding that there is a core group of people here that want to be involved in everything so I use them as a source of marketing as well!

Q: Do you hold events on a weekly/daily/monthly basis? Are most of your events hosted by tenants or by building management?

A: Greer, 181 West Madison – monthly events

A: Lunch and Learns: speed reading, martial arts, charitable events, sports

A: Linda, Premier Place – every fourth Friday, popcorn Fridays

Q: Do you do anything for 9/11, such as a "Day of Caring"?

A: Monica Corado, 2603 Augusta: We put American Flag pins on every tenant's desk chair and sent out the memo below via Axis message blaster.



"May the lives remembered, the deeds recognized, and the spirit reawakened be eternal beacons, which reaffirm respect for life, strengthen our resolve to preserve freedom, and inspire an end to hatred, ignorance and intolerance."

These words are part of the mission statement of the National September 11 Memorial & Museum at the World Trade Center in New York City. As the nation and world mark the 11th anniversary of the 9/11 attacks, 2603 Augusta shares the sentiments of the 9/11 Memorial and calls upon our staff and tenants to make Sept. 11, 2012 a day of commemoration.

Take a moment to remember and honor the thousands of innocent men, women, and children murdered by terrorists in the horrific attacks of February 26, 1993 and September 11, 2001. Thank our local first responders for their dedication to protecting our community. Remember the many Americans who have served and are currently serving in our nation's military—many of whom enlisted as a response to the 9/11 attacks.

Let us come together this 9/11 to honor, remember and reunite. For more information from the National September 11 Memorial & Museum, visit 911memorial.org.



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Q: We have a new client moving in at the end of this week. We would like to provide a \$150 move-in gift! Do you have any move-in gift ideas?"

A: Deb Wat, Ten West at Westmoor: Food works great for us too, but we do it in the form of a gourmet food basket with a local vendor and all Colorado products. I'm sure you can find one in your area too. The key for us is that at least two members of the management team, me included, deliver the basket and all members sign the card.

A: Cassie Points, Lincoln Plaza: We do the same to welcome new tenants – breakfast or assortment of desserts and beverages

A: Tricia Blanton, The Urban Towers: We have also done breakfasts and that has gone very well

A: Eileen McAleenan, Preston Commons and Sterling Plaza: It all depends on the type of tenant, here's what I have done to date. Move in Breakfast (works well with a large group still unpacking) A beautiful orchid for their reception area is always a nice touch. Tiffany corporate gift catalog, I love the basket weave large candy dish. (You can fill it with those individually wrapped lifesavers).

A: Crystal Cornish, One Washingtonian: We always send a nice floral arrangement to our new tenant – typically something with birds of paradise, as they're colorful and lively. It should also keep you within the price range specified.

A: Katy Bennett, The Colonade: We used to do a nice plant for the new office but we've noticed tenants actually prefer food. So we either do a breakfast for the day off

since everyone is generally still unpacking or a dessert assortment in the afternoon.
It's on the preference of the tenant.