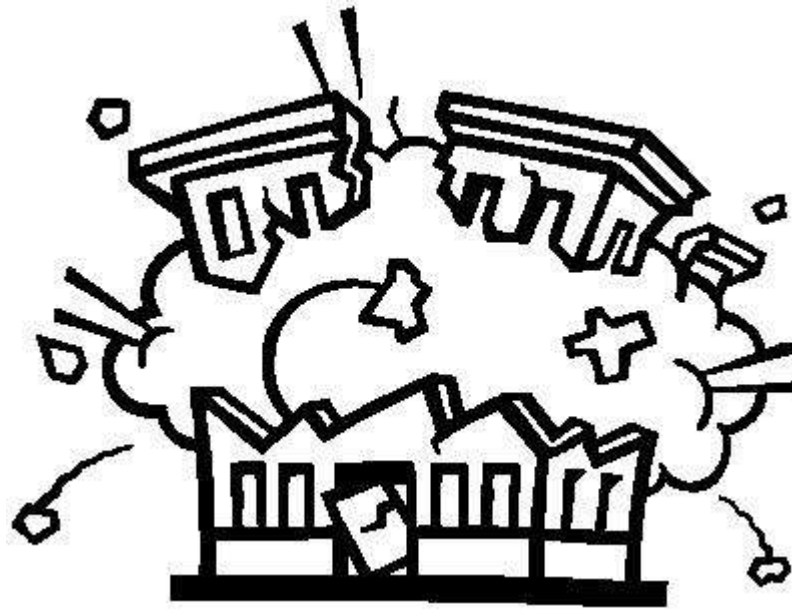


Managing Tenant Expectations During Capital Improvement

...and Some Terrific Solutions!



Managing Tenant Expectations During Capital Improvements

Marilen Marnett, The Landing at MIA

- Scope of Work? 5 Star Center, 5 Star Fit, lobby remodels, recladding of 5 single story buildings, elevator modernization
- Conference and fitness centers completed in November, 2015. Remainder will be completed in Q1 or early Q2 2016.
- What tools or programs or events did you use to keep tenants happy and informed about progress? Communication most important thing.
 - Consistently distributed emails to tenants advising them of upcoming work
 - Improvements Update column in the newsletter included pictures of the progress.
 - Elevator signs, lobby signs, and large “gator sign” on exterior part of property.



5-Star Fit Flyer



Lobby Boards

Marilen Marnett, The Landing at MIA



TAKE OFF ON A JOURNEY TO WORLD CLASS

AIRPORT CORPORATE CENTER IS NOW

THE LANDING AT MIA

Clear up for a whole new way of working with new ownership from **CBRE Global Investors and the 5-Star Worldwide experience.**

- ✓ UNEXPECTED CONVENIENCE
- ✓ A REIMAGINED COMMUNITY
- ✓ SPACES FOR COLLABORATION

Here's what's on the horizon:

- 5-Star Worldwide fitness and conference facilities
- Personalized assistance from a 5-Star Manager
- Complimentary shuttle service to take the airport
- Indoor-outdoor connectivity
- Open-air event spaces
- AND MUCH MORE**

YOUR NEW WORKDAY IS ABOUT TO TAKE OFF — AT THE LANDING AT MIA.

Your 5-Star Manager is easily accessible and ready to answer any questions you may have:

MARILEN MARNETT | 305.448.6200 | marilen.marnett@cbre.com

1200 CORPORATE CENTER DRIVE, SUITE 100, MIAMI, FL 33130

CBRE 5-Star Service

Name Change eBlast

SCHEDULED FOR ARRIVAL

NOVEMBER

5-STAR WORLDWIDE AMENITIES CENTER

TENANT CONFERENCE CENTER

TENANT WELLNESS CENTER

5-Star Fit

Construction Sign

CAPITAL IMPROVEMENTS

PREPARE FOR TAKEOFF

Your journey to Destination World Class is about to begin.

HERE'S WHAT'S ON THE ITINERARY

- Q2 2017: New fitness center in Building 1000
- Q3 2017: New lounge in Building 1000, 1001 & 1002
- Q4 2017: New lounge in Building 1000, 1001 & 1002

CONTACT THE LANDING TEAM TO GET ON BOARD.

1200 CORPORATE CENTER DRIVE, SUITE 100, MIAMI, FL 33130

CBRE 5-Star Service

PREPARE FOR DEPARTURE

TO DESTINATION WORLD CLASS

Capital Improvements are Underway at The Landing at MIA.

HERE'S WHAT'S ON THE ITINERARY

- Q2 2017: New fitness center in Building 1000
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Capital Improvements Timeline

Marilen Marnett, The Landing at MIA



Rendering Boards Displayed in Each Building

Managing Tenant Expectations During Capital Improvements



Paige Layton/ 1650 Arch Street

- Scope of Work? **5-Star Conference Center**
- When will it be completed? **Complete and loving it!!!**
- What tools or programs or events did you use to keep tenants happy and informed about progress? - **Made/delivered baked goods to the 2 tenants that were on the same floor as construction.** – Sent out numerous emails giving all updated information on the center and its timeline along with introducing the 5-Star program to the building. – Set banners in the lobby. –Held a tenant grand opening event giving tours and answering any questions tenants had about the center. I also plan to host a lunch and learn giving background on 5-Star and what I/the center has to offer.



4-page brochure with rendering



One Pager



Pop-Up Banner

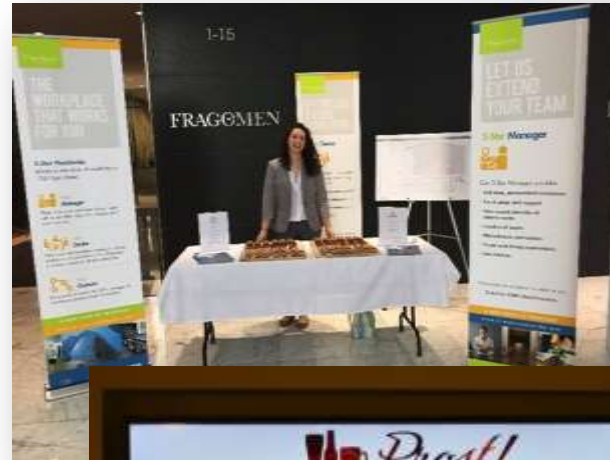


eBlast

Managing Tenant Expectations During Capital Improvements

Emily Forzano, 100 High Street

- Scope of Work?
 - 5 Star Amenity Center and roof deck.
- When will it be completed?
 - Completed September 2015
- What tools or programs or events did you use to keep tenants happy and informed about progress?
 - Gave Amenity Center tours with groups of 5 tenants while the space was under construction.
 - Hosted a '5-Star Meet & Greet' in the lobby just before the space opened.
 - Threw a Grand Opening Party for tenants in the space & on the roof deck.
 - Sent out 5-Star survey to gauge interest and find out what tenants wanted once the space was built.



Emily Forzano, 100 High Street



100
HARBORFRONT

END PRESENTATION? JAIL-HOLD? MISS TRUST? AFTER-HOURS EVENT? WE'VE GOT JUST THE PLACE.

From impressive meeting rooms to odd-back spots for collaboration, 100 High Street sets a new standard for on-site gathering space.

Let us help you choose the best configuration to consistently accommodate your next big event.

Large Conference Room:

Traditional Conference Configuration Seating up to 100	Small Round Tables, Classrooms Seating up to 80
Large Round Tables, Classrooms Seating up to 80	U-Shaped Upright Seating up to 26

Plan:

- Event coordination support from 5-Star Manager
- Full-service catering kitchen
- Seating check with great views and lounge-style seating
- Small conference rooms
- Boardroom rooms
- Complimentary Wi-Fi / high-speed internet

5-Star Configuration Flyer

5-Star Service
WORLDWIDE

WELCOME TO THE 5-STAR WORLDWIDE EXPERIENCE:
From exclusive designed gathering spaces, a comprehensive network of culture of wellness facilities, to exceptional views of the city and surrounding community, these unparalleled amenities are yours together to ensure that every occasion, 5-Star delivers what it does best: service to you.

COMING SOON: 5-Star Center
A space with cutting-edge amenities designed to support on-site meetings, 100 High Street's 5-Star Center is the ultimate space for collaboration in a vibrant, thriving city.

5-Star Conference
Meet, discuss, think better. Our state-of-the-art collaboration facility is the perfect spot for a client presentation, corporate meeting, or networking session.

- Full-service conference rooms
- Private meeting rooms
- Customizable seating and lighting solutions
- Complimentary Wi-Fi / high-speed internet

5-Star Outside
Take the office out and come back in by enjoying the fresh air and scenic views of the city from the rooftop terrace. Perfect for networking, gathering, or just taking a break.

MEET YOUR 5-STAR MANAGER
My background in customer service and event coordination paired with my upbringing at 5-Star Worldwide positions me to be able to offer you the best experience in any venue possible. From planning the event to the day of the event, I will be there to ensure that every detail is taken care of. I can't wait to have an opportunity to get to know you and to help ensure that this is the best place to hold your next big event. I'm Emily Forzano, your 5-Star Manager at 100 High Street. Let's get to work together!

Emily Forzano
100 High Street
emiliforzano@cbre.com

5-Star Manager sets an example of your best - providing full-service, personalized assistance to ensure your every need.

5-Star Center Amenities:

- Event coordination support
- Full-service catering kitchen
- Seating check with great views and lounge-style seating
- Small conference rooms
- Boardroom rooms
- Complimentary Wi-Fi / high-speed internet

REACH FURTHER
As a tenant at 100 High Street, you're not alone in terms of the technology. 5-Star Center offers all the amenities to enhance your on-site gathering space for the future.

4-page Brochure

ADD A LITTLE FRESH AIR TO YOUR DAY.

Go outside to collaborate, have lunch or take a breathe on our rooftop deck - complete with lounge-style seating and bird's-eye views.

Available for private events - contact your 5-Star Manager for details.

5-Star Conference

5-Star Outside

A NEW LINE OF BUSINESS

100 High Street | 9th Floor | 100 High Street | Boston, MA 02115

CBRE | 5-Star Service

100 High Street | Boston, MA 02115

www.100highstreet.com

www.5star.com

100 High Street | Boston, MA 02115

Grand Opening Event Lobby Board

100
HARBORFRONT

Prost!

IT'S OKTOBERFEST
AT 100 HIGH STREET

Celebrate the **GRAND OPENING** of our new 5-Star Worldwide Americas Center!

Time to toast back the Star status and don your traditional We'll have food, drinks, lots of fun activities and a hot look at the NEW 5-Star Conference Center and Rooftop Deck.

OCTOBER 29TH
THE
3:30-6:30 P.M.
LOCATION
5-STAR CENTER, 9TH FLOOR

COSTUME CONTEST WITH PRIZES

QUESTIONS? Contact your 5-Star Manager:
EMILY FORZANO
+1 617 919 7600
emiliforzano@cbre.com

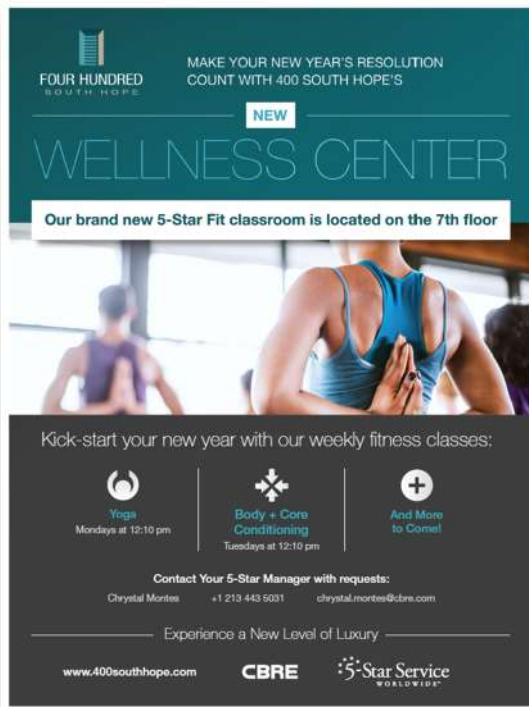
5-Star Service
WORLDWIDE

CBRE

Managing Tenant Expectations During Capital Improvements

Chrystal Montes – 400 South Hope

- Scope of Work? **Wellness Center**
- When will it be completed? **Complete** 😊



FOUR HUNDRED SOUTH HOPE

MAKE YOUR NEW YEAR'S RESOLUTION COUNT WITH 400 SOUTH HOPE'S

NEW

WELLNESS CENTER

Our brand new 5-Star Fit classroom is located on the 7th floor

Kick-start your new year with our weekly fitness classes:

- Yoga Mondays at 12:10 pm
- Body + Core Conditioning Tuesdays at 12:10 pm
- And More to Come!

Contact Your 5-Star Manager with requests:
Chrystal Montes +1 213 443 5031 chrystal.montes@cbre.com

Experience a New Level of Luxury

www.400southhope.com CBRE 5-Star Service WORLDWIDE

- What tools or programs or events did you use to keep tenants happy and informed about progress?
 - Visited beginning/end of fitness sessions to discuss the status updates with tenants.
 - Created distribution list specific to fitness session attendees
 - Provided status updates via communique, captivate screens and lobby directory

Managing Tenant Expectations During Capital Improvements



Carly Smith- Met Park

- 5 Star conference center build out.
- Mid February 2016!
- We hosted a VIP preview event in September of 2015. In addition, the only tenant affected by the construction of 5 Star is a bank on the lobby level. We've taken them to lunch as well as delivered baked goods throughout the project.



Carly Smith, Met Park



VIP Tenant Event Invite



VIP Tenant Event Welcome Board



Construction Progress Elevator Screen



Construction Progress Flyer



VIP Event Accordion Take Home