

*5-Star Service worldwide



www.5-Starworldwide.com

September 5-Star Worldwide Managers Call

- Welcome and Roll Call
- Add to Your Tenant Relationship Utilizing Lesser Known Tools in Axis Portal
 - Andrew Davis
 - Mary Dart
- Best Practices:
 - 400 South Hope Summer of Safety, Wanted Tenant appreciation luncheon
 - 181 West Madison/Marathon Oil Tower Fill-A-Backpack
 - Round the Table Building BackPack Updates
- Latest 5-Star Worldwide Marketing Tools
- Q and A
- For September Call
 - Kingsley building specific promotions
 - Keep pinning!

[±]5-Star Service

50 West, San Jose, CA

• 335,584 RSF





Meghan Ross



161 North Clark, Chicago, IL

• 1,068,877 RSF







Alysa Gustafson



Wilshire Landmark I, Los Angeles, CA

• 337,488 RSF





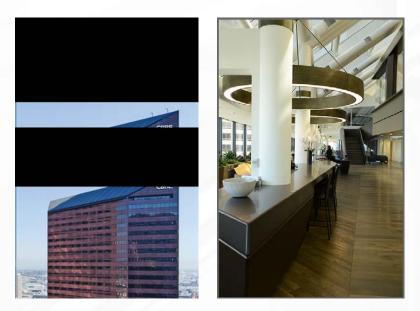


Carolyn Broner



400 South Hope, Los Angeles, CA

• 701,535 RSF





Chrystal Montes



Foothill Plaza, Foothill Ranch, CA

• 208,746 RSF





Connie Muramoto



Marathon Oil Tower, Houston TX

• 1,070,209 RSF







Courtney Bhenderu



Pacific Plaza, Walnut Creek, CA

• 253,320 RSF





Marlene Becker



181 West Madison, Chicago, IL

• 952,559 RSF





Greer Worthington



333 South Seventh Street, Minneapolis, MN

• 621,193 RSF





Heather Paciotti





201 17th Street, Atlanta, GA

• 355,870 RSF



Jason Korner



271 17th Street, Atlanta, GA

• 541,789 RSF



One O'Hare Centre, Rosemont, IL

• 380,360 RSF





Joanna Scianna



Signature Exchange, Dallas, TX

• 458,482RSF





Sarah Mainord



Tollway Plaza, Dallas, TX

• 370,073 RSF





Katy Bennett



Tustin Centre, Santa Ana, CA

• 196,458 RSF





Kesha Martinez



Atlanta Plaza, Atlanta, GA

• 625,071 RSF





Kristin Olson



Three Ravinia, Atlanta, GA

• 813,748 RSF







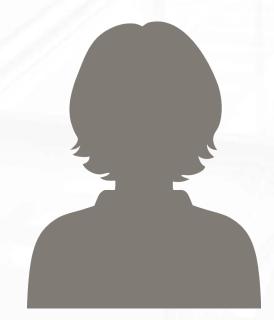
Mary Dart



Premier Place, Dallas, TX

• 395,900 RSF





Linda Baier





Metropoint I, Denver, CO 280,417 RSF



Metropoint II, Denver, CO 148,965 RSF



TBD





5-Star Manager Call

• Axis Portal

CBRE

• Thursday August 7, 2014









Improving Your Tenant Relationships Through Lesser Known Tools in Axis



Andrew Davis

Senior Business Systems Analyst CBRE - Axis

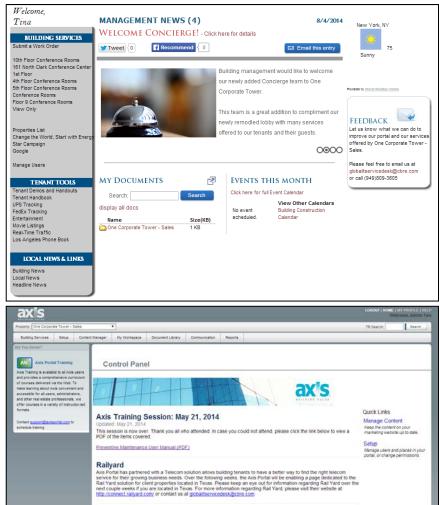


Mary Dart Three Ravinia

Add to your Tenant Relationship

- 10-20 minutes
 - Intro
 - Customize the Feedback Box
 - Get the Most out of Management Newsfeed
 - Create a Group for Tenants and Another for Tenant Managers
 - Utilize Survey Feature (only with Angus and additional fee)
 - Tenant Directory (future enhancement)

My Workspace and Control Panel



Reminders

Finally, remember that Avis Portal Support has been added to the CBRE Global IT Service Now. You may request support from your Avis Portal Team in the following ways:

- Email globaltservicedesk@cbre.com and include "Axis Portal" in the Subject field. This will allow us to start receiving support requests on a 24/7 basis and not only at 8:00 a.m. PST.
- Submit your request to https://cbre.service-now.com/navpage.do (CBRE Employees only)
 Call (049) 809-3605

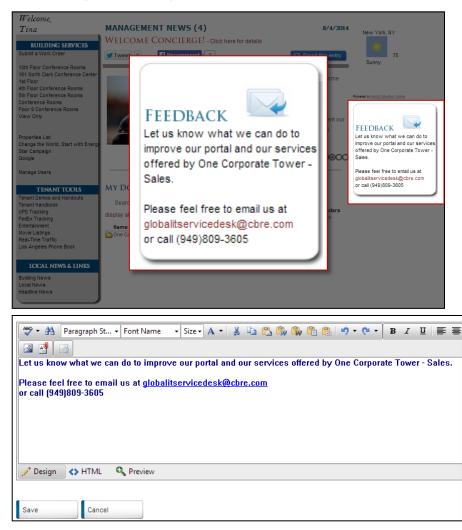
- My Workspace

- Tenant and staff only
- Allows for personal communication

– Control Panel

- Staff only
- Allows management to control communications

Customize Feedback Box



 Update the default in Control Panel

My Workspace > Feedback Message

- Benefits:

- ✓ Personalized
 - messaging for your tenants
- ✓ Quickly receive tenant feedback

Customize Feedback Box

FEEDBACK

Let us know what we can do to improve our portal and our services offered by One Corporate Tower -Sales.

Please feel free to email us at globalitservicedesk@cbre.com or call (949)809-3605



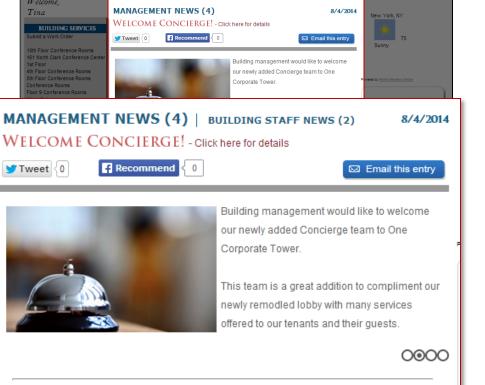


We want your feedback!

Please let us know how 5-Star Service can help you by contacting your 5-Star Manager, Mary Dart at mary.dart@cbre.com or 770-395-5200.

Get the Most out of Management

Management Newsfeed Newsfeed



- Add Social Media
- Create targeted messaging
 - By User Groups
 - By Users
 - By Buildings
 - By Tenants
- Benefits:
 - ✓ More relevant newsfeed
 - Accommodate large and demanding

Get the Most out of Management

Management Newsfeed Newsfeed

Enable Facebook and Twitter s	haring * 🔲
Subject *	● A Paragraph St + Font Name - Size - A - ↓ □ B I U 目言言言言言言言: ○ · ●
Content *	✓ Design 📣 HTML 🔍 Preview
Start Date *	8/4/2014
End Date *	9/4/2014
New Picture	Choose File No file chosen
Permission Settings *	
User Groups	Users Buildings Tenants
Accounting Brokers Cleaning Directors Document Library Administrato Engineering Ownership Property Administrators Property Managers [available items]	r < (selected items]
* Required Information Submit Cancel	Save & Send

- My Workspace >
 Management News >
 Add
 - Enable Facebook and Twitter Sharing
 - Permission Settings

Special Note about Social Media and Other Links



Tenants and Tenant Managers

Property:

One Corporate Tower - Sales	-
All Emergency Contacts - Query All Non-Tenant Users – Query All Tenant Managers – Query All Tenant Users – Query All Users – Query Events List	*
	-

Create Tenant User Group
Tenant Managers
Tenants
User Registration
Visitor Security

- "Tenant" UserGroup
 - May receive email blasts
 - May login
- "Tenant Manager" User Group
 - Same as
 Tenant User
 Group +
 submit work
 orders

Utilize Survey Feature

Surve	y Inform	ation
Survey	y:	Customer Satisfaction Survey
Campa	sign:	Customer Satisfaction Survey - Campaign #1
Date Completed:		: 5/6/10 12:40 PM
Conta	ct Inforn	ation
Conta	ct name:	Mke Dell
Proper	rty:	Carroll Corporate Plaza
Buildin	g:	Carroll Corporate Plaza
Tenan	t:	Acme Plumbers
Phone		
Email:		support@angus-systems.com
Answe	ers	
	Quest	ions
1	Q:	How do you rate your satisfaction with the completion of your request?
	A:	Very satisfied
2	Q:	Do you have any comments you would like to share?
	A:	Great Work !!

 Create templates, campaigns, and monitor tenant responses

- Benefits:

 ✓ Receive actionable, organized tenant feedback

Future enhancement Future enhancement

One Corporate Tower

HOME | CONTACT | AREA INFO | PROPERTY INFO | LEASING INFO | LOGIN

TENANT DIRECTORY

	Tenant *	Phone Number	Building	Floor	Suite
Adobe	Adobe	949-123-4567	Tower 2	03	310
a	Amazon	949-123-7654	Tower 2	01	100
4			Tower 1	05	500
	Apple	949-123-1122	Tower 2	02	200
Google	Google	949-234-5678	Tower 1	03	300
1 Microsoft	Microsoft	949-987-3210	Tower 3	04	400
ORACLE	Oracle	949-555-4433	Tower 1	06	600
SONY	Sony	949-120-4561		sian M	lockup
					Conap

400 SOUTH HOPE STREET LOS A	ANGELES, CA 90071 OWNED BY T	IS SECURITY MANAGED BY CBR	e, INC.	Powered By Axis
For Leasing Information Contact:	RONNIE MERCER 949.725.8663 ronnie.mercer@cbre.com	ANDREW DAVIS 949.809.4710 andrew.j.davis@cbre.com	KELLY ARCHUNG 949.809.3792 kelly.archung@cbre.com	

- Benefits:

✓ Provides
 visitors with
 directions and
 general info

Tenant Directory

Attachment Uploaded by REM #1.pdf

Attachment Uploaded by REM #2.pdf

Attachment Uploaded by REM #3.pdf

Attachment Uploaded by REM #4.pdf

P06

One Corporate Tower

HOME | CONTACT | AREAINFO | PROPERTYINFO | LEASING INFO | LOGIN

View More Tenants



Apple John Doe, Receptionist 949-123-1122 Tower 1, Floor 05, Suite 500 Tower 2, Floor 02, Suite 200

[Description of Tenant written by REM]

Are you an employee at Apple and in this property? Sign in to get the latest management news and more.

Don't have a username and password? Request an account.

View Previous Tenant: Amazon

View Next Tenant: Google

Design Mockup

400 SOUTH HOPE STREET LOS	ANGELES, CA 90071 OWNED BY T	IS SECURITY MANAGED BY CBR	E, INC.	Powered By Axis
For Leasing Information Contact:	RONNIE MERCER 949.725.8663	ANDREW DAVIS 949.809.4710	KELLY ARCHUNG 949.809.3792	
	ronnie.mercer@cbre.com	andrew.j.davis@cbre.com	kelly.archung@cbre.com	

Help Material

• Table of Contents

How to...

Customize the Feedback Box

Get the Most out of Management Newsfeed

Create a Group for Tenants and Another for Tenant Managers

Utilize Survey Feature (only with Angus and additional fee)

All following instruction pages assume you have logged into the Axis Control Panel.

How to Login:

- 1. Browse to http://cp.axisportal.com
- 2. Enter username and password
- 3. Click Login

If you forget your password, click on "Forgot your password?" and enter your email address.

If you forget your username (usually your email address), please contact the Axis Portal Team by emailing **GlobalITServiceDesk@cbre.com**

Customize the Feedback Box

- 1. Hover over My Workspace, click on Feedback Message
- 2. Type in new message
- 3. Click Save

Get the Most out of Management Instructions Newsfeed

- 1. Hover over My Workspace, click on Management News
- 2. Click Add
- 3. Check "Enable Facebook and Twitter sharing"
- 4. Enter a Subject and Content, set a Start and End Date, add

Create a Group for Tenants and

Instru Ariother for Tenant MA Special Note:

- By default, Tenant Managers and Tenants are created for you. It's up to you to segment your new users
- If a tenant user requests to be added: ٠
- Hover over Setup, click User Registration 1.
- In the dropdown next to the Tenant column, select Tenants 2. or Tenant Requests
- If you a new tenant user: ۲
- Hover over Setup, click User Groups 1.
- Select Tenants or Tenant Managers from the left 2.
- **Click Create** 3.
- Enter details and click Save 4.

- Tenants may login only
- Tenant Managers may login and submit **Tenant Requests**

Additionally, other modules can follow suit depending on your preferences.

If you wish that only Tenant Managers receive emails from the Message Blaster, only select "All Tenant Managers - Query".

Another example, if you wish only Tenant Managers see the Resource Scheduler, select only Tenant Managers.

Utilizing both the Tenants and Tenant Managers user groups allows you to have greater control over your Axis Portal.

See <u>The Help Handbook</u> for more help.

Utilize Survey Feature (only with Angus Instructions and additional fee)

 The Tenant Survey module allows you to create a survey, email it to your tenants, and receive feedback.

• The email you send will contain a link to the survey. Your tenants will click on this link and answer the questions to provide feedback.

• For more information on this module, please see the <u>Tenant Survey User Manual</u>.

Latest 5-Star Spotlights:

400 South Hope Summer of Safety





*5-Star Service

CONGRATULATIONS!



ew CERT members



Summer of Safety:

Fire Extinguisher Training

Wednesday, August 13th 10:30 – 12:00 PM Back Patio on Grand Ave.

Everyone will have the chance to use a fire extinguisher to put out a live fire! You will learn valuable information and gain the confidence to act safely and respond quickly in the event of a fire emergency. Don't miss out!

Please RSVP with your 5-Star Manager at <u>Chrystal.Montes@cbre.com</u> no later than Monday, August 11th.





Summer of Safety Personal Self Defense Semina

Friday, June 27th 12:00 – 1:00 PM 5-Star Center, Suite 1140

Please bring a towel, water, and a comfortable change of clothes.

Spaces are limited. Please RSVP with your 5-Star Manager at <u>Chrystal.Montes@cbre.com</u> no later than Wednesday, June 25th

Latest 5-Star Spotlights:



400 South Hope Tenant Appreciation



[‡]5⁻Star Service Fill-A-Backpack Updates 181 West Madison /Marathon Oil Tower



JULY 28TH-AUGUST 22ND

181 WEST MADISON and 5-STAR WORLDWIDE PROPERTIES are excited to partner with BIG BROTHERS BIG SISTERS to kick off CBRE Global Investors' national 2014 BUILD-A-BACKPACK campaign through AUGUST 22nd!

LET'S WORK TOGETHER TO FILL 100 BACKPACKS with school supplies for children participating in Big conjunction with Chicago Public Schools. 181 West Madison has purchased 100 backpacks but WE NEED supplies.

Supply-filled backpacks will be distributed at BBBS's Get Up & Movel event on Saturda

TWO WAYS TO GET INVOLVED:



1) Shop Online – Visit 181 West Madison's supply Wish List by visiting Amazon.com or clickin purchased via the Wish List will be shipped directly to 5-Star Manager, Greer Worthington. Online ability to include a short, encouraging message to the recipient of the backpack?

 Shop on your own – Purchase traditional school supplies from your favorite office supply st Office of the Building on the 31st Floor. Greer can also make arrangements for supplies to be collected from a tenant's su

THANK YOU in advance for your support of this important and meaningful initiative! Please share to encourage greater awareness and participation. If there is anything we can do to support you or your

* All supplies must be received no later than August 22nd. To ensure we have plenty of supplies for each backpack, please en with a list of what you or your office intends to donate

**Please note, you do not have to purchase the entire list of supplies for each backpack.

Greer Worthington, 5-Star Manager & The 181 Property Management Team





CBRE

BUILD-A-BACKPACK JULY 28TH-AUGUST 22ND



Fill-A-Backpack Updates

181 West Madison /Marathon Oil Tower

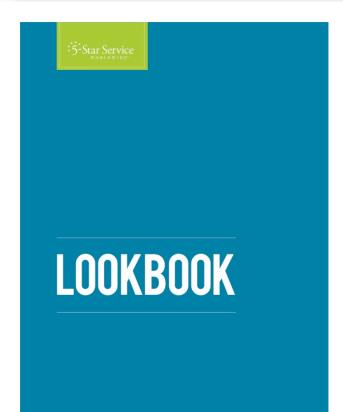




+ Round the Table Building BackPack Updates - All

*5-Star Service

Latest 5-Star Worldwide Marketing Tools: Lookbook





^{*5}-Star Service

Latest 5-Star Worldwide Marketing Tools: Value **Multiplied Flyer**

Signature Exchange	Securit proble catritutions for Located Sources Feet	nd on Number of Emple		ge Salary (per hr)
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				17.00
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	A/V Emispment Set Up & Alier Frees	5500	50	
5-STAR WORLDWIDE	Total Cost per Event	\$1,475	50	
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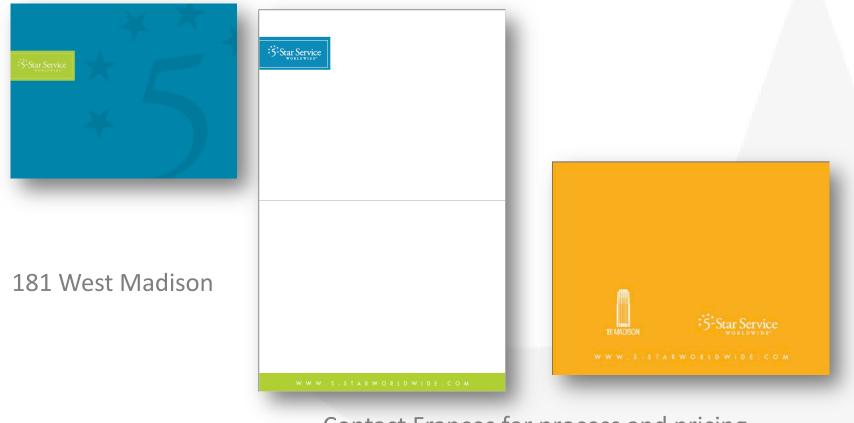
Tollway Plaza

VALUE MULTIPLIED he lowers 5-STAR CONFERENCE CENTER ON SITE Event Costs Area Hotel The Towers \$1,000 \$0 \$500 50 5500 \$2,000 Total Cost per Event 50 **5-STAR WORLDWIDE** = COST SAVINGS ANNUAL SAVINGS OF RSF: \$ offers its tenants the exclusive REE ON-SITE FITNESS CENTE Competitor Membership \$ **Towers Membership** to stimulate and cultivate your employees x \$0/mo ANNA IAL SAMINGS nor RSF \$ MPLOYEE WELLNESS On average, employees miss two fewer work days per year if they participate in /yr wellness plan, including training in the 5-Star Worldwide Fitness Center or riding the trails using our on-site Wildwood Mountain Bikes. psf/yr Hours saved per year per hour = \$ PLEASE CONTACT: CHRIS POR 404,504,596 chris.port@cbre.com WILDWOOD CAFE ON-SITE KATHERINE LYNCH 1/2 of total employees -Employees who may go out for = 260 workday kinches per year × 10 minutes saved = e.lynch@cbre.com lunch opt to eat on site, saving 5 minutes out and 5 minutes back. Hours saved annually » :5-Star Service CBRE per hour - 1 ANNUAL SAVINGS per RSF: \$ WWW.THETOWERS-WILDWOODPLAZA.COM

The Towers at Wildwood Plaza 44



Latest 5-Star Worldwide Marketing Tools: 5-Star Worldwide Stationery



Contact Frances for process and pricing



Anyone looking for building specific collateral? Please check with your Property Manager and leasing team and let us know!



- Send me YOUR BackPack Photos and Event Photos!
- Keep Pinning
- Let's highlight some specific Kinglsey promotions Get your asset in the spotlight!

Thank you for joining our call today!