

**5*Star Service worldwide

JAN/FEB 2 0 1 6



Jan/Feb Agenda



- Welcome 2016!
- It's Kingsley Season: Mining the Most out of your Results
 - Presented by Lisa Green, Kingsley Associates
- 5-Star Portfolio Updates Around the Country
 - Kinglsey promo efforts at your building
 - Recent tenant activities
- 5-Star Spotlight: Managing Tenant Expectations
 - 400 Sough Hope, Crystal
 - The Landing at MIA, Marilen
 - Met Park East and West, Carly
 - 100 High, Emily

It's Kingsley Season! Mining the Most out of Your Results



presented by Lisa Green, Kingsley Associates



It's Kingsley Season! Mining the Most out of Your Results



- What to do this last week (prior to the survey cut-off)
- How to make the most of the reports
 - Property level
 - Acknowledge successes with teams / vendors (outperforming: prior, portfolio or benchmark)
 - Review areas for improvement not too broad, specific changes
 - Example of successful action plan
 - Customer level
 - Thank participants
 - Review transcripts follow-up when appropriate (using discretion)
 understand why "red" indicators
 - Contact plans





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February's Updates to Teams



Week 1/2

- Management teams review the Kingsley Portal: update invalid contact information, follow-up with respondents requesting contact and review responses
- February 17

 reminder email sent to non-respondents
- 2015 KI posted to the Portal

Week 3/4:

- Management teams review the Kingsley Portal: update invalid contact information, follow-up with respondents requesting contact and review responses
- The response rates as of this morning (prior to the reminder):
 - Office: 46.4% (244 out of 526) final response in 2014 was 75.1% (271 out of 361)
- February 24 reminder of final survey invitation to non-respondents sent to management teams
- February 26 final reminder email sent to non-respondents

February's Updates continued



Ongoing:

 Management teams update Portal as necessary, monitor response rates and follow-up with tenants / residents requesting contact or having outstanding issues

Upcoming Milestones:

- March 9 survey cut-off
- Week of March 30 report delivery
- Presentation of results TBD

Kingsley Survey Promotion Customized for You





Sample Survey Notification Email

2015 Property and Management Assessment - (Property Name)

[Disent Name] is committed to providing a first class workplace and exceptional service Dear (First Name) [Last Name) to each and every tenant. To fulfill this commitment, we need your feedback on how well we are meeting your needs. Accordingly, we are conducting the 2015 Property and Management Assessment.

The results of the survey will be instrumental in our efforts to improve service delivery to one results on the approxy win or manufacture from you this year as we continually strive to better you, our customer. We hope to hear from you this year as we continually strive to better

During the next few weeks you should receive the 2015 Property and Management Assessment via email from Kingsley Associates (survey@kingsleyaesociates.com). Please take a few minutes to complete the survey. All responses will be forwarded directly to Kingsley Associates, an independent real estate research and consulting firm. for tabulation and analysis.

This survey is not intended to minimize or replace your interaction with the property management team. As always, should you have any service concerns or is sues that need immediate attention, please feel free to contact your property manager.

Thank you in advance for taking the time to respond to the survey. We look forward to bearing from you.

Sincerely, Client Name

Kingsley Results Promotion Customized for You





271 17th Street, Atlanta, GA

• 541,789 SF











271 17th Street NW

The Atlanta Community Food Bank

Pantry Drive









271 17th Street



February Overview

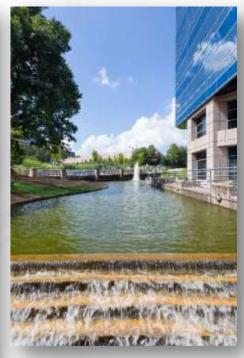


- * LA Fitness Lunch and Learn
- LA Fitness will be talking with the attendees about lifelong fitness goals and the benefits of working out. Fresh to Order will be provided for lunch. LA Fitness will offer special discounts memberships to attendees.
 - * Valentine Lobby Event
- well known sterling silver and jewelry vendor will be in the lobby for tenants to buy for their loved ones.
 - * Valentine Tenant Gift
 - Mini Bundt Cakes (4 different flavors)
 - * New amenity: Fooda
- "Pop-Up" workplace eateries and offering a rotation of local restaurants in our lobby. Fooda will allow another lunch option and convenience to the tenants.

7000 Central Park, Atlanta, GA

• 415,556 SF













7000 Central Park Events

- Tenant Sweet 16
 - Hot Chocolate and Yogurt Parfait lobby event to welcome the New Year
 - Perimeter Connects was onsite to share information and answer questions about commuter options for our area
 - Good turnout positive response from our tenants
- Valentine Survey
 - 10 to 15 questions about the building
 - Dinner and a gift for the winner











7000 Central Park: Kingsley Promo



- Tenant notification has gone out
- Tenants love the candy!





Park 80 West, Saddle Brook, NJ

• 497,397 SF







Laurie Tipton



Park 80 West: Upcoming Events...





- Goals for Living Your Best Life
 - Healthy Emotions-Emotional wellness/emotional intelligence
- Life Goals-Living Your Best Life
- Humor-Live, Love and Laugh!
- Healthy Eating While Traveling
 - Eat Like a

Mediterranean & Reap the Benefits

And lots more topics!



Nothing wrong with the old **YOU...but there's always room** for improvement!



- Contest
- Track steps at Park 80
 West
 - Upcoming:

Tenant Spring 2016, Heart Walk/Softball game at Saddle River Park, NJ

- Fundraiser:
- Portion of proceeds from heart-healthy lunch specials from our onsite café

to benefit American Heart
Association 18

Park 80 West: Kingsley Promo

5-Star Service

Tate's Bake Shop Makes Gifting Easy!

- Our Every Day Items
- and Special Collection
- make GREAT
- Valentine's Day gifts!
- Use Code
- CBRE20 to
- SAVE 20%!

Ordering at tatesbakeshop.com is easy – and if you use the promotion code **CBRE20** to save 20%!

BOBBY IADANZA
Business Partnership
Manager
631-780-6511, x3223
631-257-5824 (direct)
bobby@tatesbakeshop.com



125 & 150 Cambridgepark Drive, Cambridge, MA

470,000 Total SF



125/150 CPD Upcoming Events

5-Star Service

125 | 150 Cambridgepark Drive's

- Valentine's Day Raffle
 - All prizes are made for couples to enjoy together
 - Sponsored by vendors & 5-Star
- Heart Health Screening Event

Facility Program Manager performing Blood
 Pressure screening

- Smoothies
- Chair massages



Fitness Center

Questions? Contact Erin Tremblay | Erin Tremblay@clire or.com

125/150 CPD: Kingsley Promo

5-Star Service

- February 12th
 - Gave cupcakes out on February 3rd to all tenant contacts!
 - Sending out email blast next week





161 North Clark, Chicago, IL

• 1,068,877 SF









Rebecca Zuccarelli



161 N Clark Kingsley – October 2015

• Survey launch 8/4 cut off 8/31. 38 respondents of 102.



QUESTION CATEGORY Question	Score	Prior Score	Portfolio	Kingsley Index
OVERALL QUESTIONS				
Overall Satisfaction	4.50	4.19	4.38	4.31
Property Recommendation	4.40	4.15	4.29	4.25 🛦
Value for Amount Paid	3.96	3.76	3.90	3.85
Renewal Intentions	4.17	3.83	3.89	3.80 🛕
PROPERTY MANAGEMENT				
Mgmt Overall Satisfaction	4.57	4.31	4.52	4.47
Mgmt Accessibility	4.75	4.31	4.64	4.49
Mgmt Accommodation of Special Requests	4.56	4.36	4.56	4.43
GENERAL PROPERTY FEATURES				
Building Amenities	4.20	3.96	4.05	4.06 ▲
Location	4.79	4.61	4.61	4.53 ▲
Quality of Building	4.60	4.39	4.49	4.34 ▲
EXTERIOR PROPERTY FEATURES				
Exterior Appearance	4.59	4.47	4.50	4.39 ▲
Exterior Lighting	4.53	4.38	4.46	4.28
Exterior Signage	4.45	4.21	4.31	4.11
Landscaping	4.43	4.12	4.46	4.36 ▲
INTERIOR PROPERTY FEATURES				
Appearance of Common Areas	4.50	4.23	4.54	4.32 ▲
Appearance of Lobby	4.60	4.31	4.63	4.39 ▲
Appearance of Restrooms	4.04	3.84	4.07	3.99
Elevator Appearance	4.13	4.02	4.25	4.14
Elevator Performance	3.87	3.38	4.06	3.94 ▼
SUSTAINABLE BUILDING OPERATIONS	1			
Green Building Commitment - Overall Satisfaction	4.30	3.77 ▲	4.15	3.84 ▲

- This was 161's second Kingsley.
- This 5-Star call would have been very beneficial as the Kinglsey survey was not promoted to tenants as much as it could have been other than through emails.

161 N Clark Upcoming Tenant Events



- Weight Watchers at Work Started 1/21
 - 27 individuals signed up and are meeting every Thursday for 45 minutes
 - Class is 17 weeks long
 - Costs \$186 for participation
- Ping Pong Competition 1/29/16
 - Individuals competed for the title. Game Day type snacks were provided and bottled sodas were a hit. Bag Sets and Beer Pong were there for spectators. Prizes included Amazon and Starbucks gift cards.
- Flowers for Dreams Bouquet Making Class 2/2
 - 10% discount for building tenants on future orders
 - Selling Bouquets in lobby 2/9 to give as gifts
- Valentine Treats and "Kiss" Contest 2/12
 - Passing out chocolate covered mini pretzels, rice crispy treats and Oreos in lobby.
 - Guess how many kisses in container. Win jar of kisses and gift certificate to Chicago restaurant. Runners up will also get prize.











Flowers for Dreams Workshop – 40 ppl











Premier Place, Dallas, TX

• 457,901 SF







Linda Baier



Valentine's Day Event – Premier Place



Individually wrapped Valentine's Day bags filled with Hershey Kisses







The Landing at MIA, Miami, FL

1,000,000 SF











Expectations" later in the call!



Met Park East & West, Seattle WA

708,283 total SF









Highlights with Carly

1100 Olive Way, Seattle, WA

• Broke ground on our 5-Star Center in October! Anticipated completion is set for the 3rd week in February 2016.

 Hosted a successful tenant role out event for our upcoming 5-Star center. Complete with custom Jones Sodas and USB goodie bags.







Carly M. Smith

Will be Sharing
"Managing Tenant
Expectations"
later in the call!



One Thing Most People Don't Know About Me....

(to share with the group, photos welcomed! for example:)

- I love soccer and have been playing for 22 years.
- My husband and I have a 2 year old Australian Sheppard, Husky mix named Gypsy. And we recently got an 8 week old Australian Sheppard, German Sheppard puppy named Hazel.
- I got married in September at a beautiful vintage hotel.
- I completed the Foundations of Real Estate
 Management course through BOMA!



Carly M. Smith







San Mateo Plaza, San Mateo, CA

• 143,144 total SF









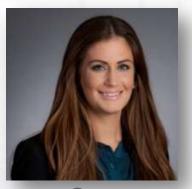
181 West Madison, Chicago, IL

• 952,559 SF









Greer Worthington



181 West Madison



February Events

- Random Acts of Kindness Week 2/8-2/12: Hand out notes and \$10 Mezza Grill gift cards to tenants in the lobby.
- All Month: Bag Toss Socials- fun & games in the 5
 Star Center
- Pebble Beach Celebrity Pro-Am Tournament displayed on Media Screen in Lobby 2/11 & 2/12
- Valentine's Day Treats: Cupcakes for tenants 2/12
- American Heart Health Month- Free Cholesterol Screenings in the Wellness Center 2/16, CPR Certifications 2/18







181 West Madison: Kingsley Promo



CBRF

Deliver treats and "Coming Soon" note and treat to Kingsley surveyors: when they fill it out and submit a complete survey, their name will be entered into a raffle to win an Apple watch.

:5-Star Service

IT'S THAT TIME OF YEA

鬛

IS COMING SOON!



Denver Tech Center, Denver CO

• 945,254 total SF









Amber Kirchmer



MilePoint Alliance Portfolio Events Month of January and February 2016



- Super Bowl 50 Party Go Broncos!!!
 - "Broncos are going to the Super Bowl"
- Valentine's Day Events
 - Cookies and Coffee
- Chick-Fil-A every Tuesday
- Zumba Classes every Wednesday
- Launched Foodsby Service Food Deliver
- Food Trucks every other week







Get ready for the BIG GAME!

Join us for a Super Bowl Party

Friday, February 5th 11:30 am – 1:30 pm Metropoint I Lobby

Snacks and Beverages will be provided!

Wear the colors that show support for your favorite team!

National Team Sports Gear will be selling Bronco Gear in the lobby during the Super Bowl Party. Check out their website at www.ntsgear.com



Three Ravinia, Atlanta, GA

• 813,748 SF









Haley Smith



Three Ravinia February Events

5-Star Service

- Recycling Lunch & Learn February 18th
 - Partnering with eWaste/ePlanet
 - Single stream recycling program



- Valentine's Day Lobby Vendors
 - 3 lobby vendors selling sweets and jewelry the week of Valentine's Day
 - * Mary Brittain Silver Jewelry
 - * Butler Chocolates
 - * Jus Cakin' Bakery



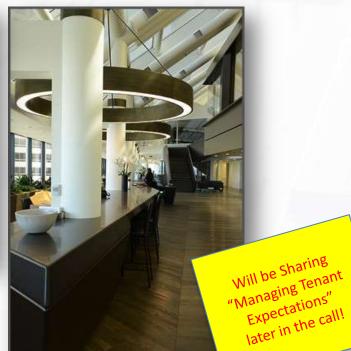
400 South Hope, Los Angeles, CA

• 701,535 RSF













Marathon Oil Tower, Houston TX

• 1,070,209 SF







Courtney Bhenderu



Marathon Oil Tower – Go Texan Day

5-Star Service

A Proud Texas Tradition!

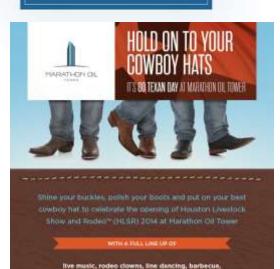
In order to preserve our proud Texas tradition and build awareness of the Houston Livestock Show and Rodeo™, the Show challenges schools, businesses, organizations, and clubs to participate in a one-day event that will build pride in our Texas and Western heritage throughout Houston and the surrounding areas.

- BBQ Lunch
- Bullfighting Clowns Presentation, Howdy & Miss Moo
- Carnival Tickets
- Giveaways









half-price Carnival tickets, free photo booth & more.



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MOT: Kingsley Promo

5-Star Service

KINGSLEY TIPS & TRICKS

- Tell your contacts to be expecting it
- Verify the email address
- Monitor your responses: If you get a red or yellow, find out why & fix it if you can. Surveys can be updated.
- Delete non-responders as long as you have at least one response
- Follow-up before the surveys close
- Try to "WOW" them right before surveys launch ©







Tustin Centre, Santa Ana, CA

• 196,458 SF







Kesha Martinez



Tustin Centre – Kingsley



Kingsley

 Management has been taking the larger tenant Rep's out to lunch ahead time and hopefully see if there are any issues or concerns we should be aware of so we may address

 Worked with Marketing and ordered flyers to be hand delivered to tenants along with a mini-Bundt cake to the tenant reps to remind it's Survey time





Tustin Centre – February Events



• This year for Valentine's Day, we will be having a table in the main lobby and handing out chocolate covered strawberries.



One of the Tustin Centre Amenities here at Tustin Centre is a
Weekly Yoga Class which is held in the 5-Star
Conference Centre. Our Yoga instructor is
going to hold a Lunch & Learn this month to go over
the Yoga "Do's & Don'ts" and answer questions individuals ma
have regarding Yoga.



 Since Baseball Season is quickly approaching and by popular demand, we are bringing back our 2016 ANGELS - PRESALE TICKETS Appreciation Events will have a set up in the main lobby next selling tickets!



Galleria Office Towers, Dallas, TX

1,428,330 Total SF







Paige Harrell



Galleria Office Towers, Dallas, TX

- Global Investors closed on Galleria Office Towers on September 18th, 2015.
- Hosted Grand Opening Breakfast for 3 Towers, cooled off with Steel City Pops for a meet and greet with tenants, had a little Holiday shindig complete with live music.



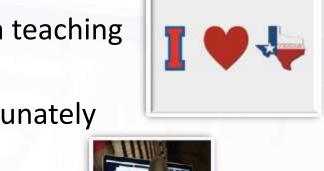


Paige Harrell

GALLERIA

One Thing Most People Don't Know About Me....

- I love music of all kinds. I listen to classical while I'm working.
- I'm Texan born and Texan through and through!
- I love people and have never met a stranger.
- I practice Bikram and want to get my yoga teaching certification in the future.
- I have a little kitten named Bandit. Unfortunately his brother, Tiger, ran away. ☺











1650 Arch Street & United Plaza, Philly, PA

1,428,330 Total SF







Paige Layton

Will be Sharing
"Managing Tenant
Expectations"
later in the call!



100 High Street, Boston, MA

546,336 SF







55

800 Connecticut, Norwalk CT

• 412,231 SF











Highlights with Vanessa

800 Connecticut, Norwalk CT

- Began working for CBRE at 800 Connecticut on December 21, 2015
- Previous experience at a CBRE managed building (100 West Putnam) in Greenwich, CT as their corporate concierge and building event planner



Vanessa Polvere



800 Connecticut



100 West Putnam



One Thing Most People Don't Know About Me....

- I love interior deign & planning events
- I enjoy traveling & meeting new people looking forward to meeting 5-Star managers Erin & Emily next week in Boston!
- I am passionate about animals and I am currently in the process of planning a fundraising/adoption event for the Stamford Animal Control where I live here in Connecticut.



Vanessa Polvere



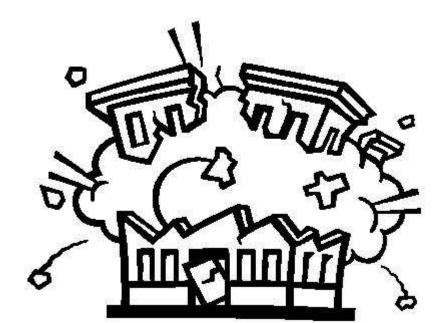






Managing Tenant Expectations **During Capital Improvement**

...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



Marilen Marnett, The Landing at MIA





Name Change eBlast



Construction Sign



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



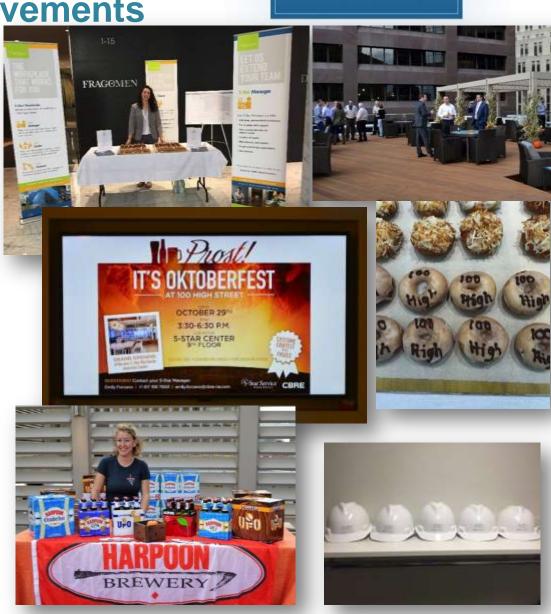
Managing Tenant Expectations

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







4-page Brochure



Grand Opening Event Lobby Board

Managing Tenant Expectations **During Capital Improvements**



Chrystal Montes – 400 South Hope

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





- 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**

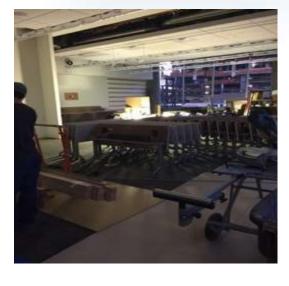


Carly Smith- Met Park

- 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



Construction Progress Elevator Screen



VIP Tenant Event Welcome Board





VIP Event Accordion Take Home



Thank you for joining!

These slides and any accompanying notes will be to the 5-Star Portal.