

Peer to Peer Training Boston Hosts Norwalk, CT



Peer to Peer Training Cambridge Hosts Norwalk, CT

5-Star Service
WORLDWIDE





Peer to Peer Training

Boston Hosts Norwalk CN

- Agenda:
 - Vanessa Arrived at 125/150 CambridgePark Drive
 - Campus Tour
 - 5-Star Programs, Services, Amenities
 - Ins and outs, what to expect, how to learn more about your tenants and their employees, how to utilize your local businesses to provide services
 - Planning for the future
- Q & A: What I wish I knew...
- Some of the first steps I took as a 5-Star Manager up to now
- Looking back on a year's worth of chaos!

Peer to Peer Training

Boston Hosts Norwalk CN

- Site visit agenda -->
- Similarities: advice that can be shared across the map.
- Differences: no one building is the same.
- Using each buildings uniqueness to our advantage.
- Getting in front of your tenants – 5-star meet & greets
- Your building’s demographic and how to work with it.

Schedule: Boston CBREGI Orientation

Friday, February 12: Vanessa Polvere 203-470-3636

8:30AM– Meet at 100 High Street Amenity Center, 9th floor

5 Star Basics and important documents (Review questions)

-Average day at 100 High

-What type of lunch and learns have been a hit with your tenants? Have there been any that were just a total bust?

-How do you manage/sell discounted tickets for things like sporting events?

-How do you set up/schedule tenant use of 5-Star facilities? Through e-mail and your outlook calendar or are they ok with using the Axis Portal?

-Do you provide a “welcome kit” for new tenants? What about goodie bags for prospective tenants?

-How involved are you with leasing tours? How do you support your leasing team?

5-Star Portal/Tenant Events

Candy

Conference Center Reservations

Smoothies

Kingsley

Yearly List of Events

Philanthropy

Lunch and Learn Series

5-Star Report

Surveys

Tenant Coordinator duties

Partnership/relationships

12:00 – Depart for Cambridge