

Hospitality program at corporate headquarters personalizes visitor experience with 100% satisfaction



The background

A leading hospitality company, with over 7,000 properties and a million-plus rooms in 124 countries, wanted to bring that same standard of service to employees and visitors at its newly redesigned headquarters. They needed a partner who could deliver hotel-caliber service in a corporate setting — one that would make every employee and visitor feel welcomed and leave with a strong impression of their brand.



The Circles solution

- › Designed the program based on space plans, employee demographics, visitor volume and local community activity
- › Created a central hospitality hub as the focal point of the HQ entrance
- › Delivered a visitor experience program engaging employees and guests at every touchpoint
- › Built personalization on employee and guest data and preferences
- › Assigned a Hospitality Manager and dedicated team to serve as site ambassadors
- › Provided full workplace services: welcome desk, badging, lobby oversight, wayfinding, luggage handling, conference room management and concierge support

The outcome

- 10K+ employees and guests supported
- 100% satisfaction from those surveyed

See what Circles can do for your organization.

[Learn more](#)

“A group of vendor partners visited and could not stop talking about how wonderful your team made them feel upon arrival at the HQ. What a stellar impression! These partners are already looking forward to their next visit.”

HQ Director

16,762

calls answered at switchboard in Q2/26.