



CASE STUDY

A scalable workplace hospitality program delivers 32K+ consistent interactions across 4 growing sites

> The background

A leading autonomous technology company operates high-performance workplaces across key locations on the West Coast. Following a transition from a prior provider, reception and workplace services were not meeting the consistency or level of hospitality expected in a premium, fast-paced environment.

As the organization scaled, service delivery varied by location and team, creating gaps in coverage, limited redundancy and inconsistent employee and visitor experiences.

At the same time, the organization aimed to elevate the workplace into a more engaging, service-driven environment — one that better supports hybrid work and scales across a growing national footprint of approximately 3,000 employees.

> The Circles solution

Circles implemented a hospitality-led workplace model that integrated reception, workplace services and employee experience into a single program. A team of seven FTEs was deployed across the four sites to deliver consistent, high-touch workplace hospitality, supported by structured operating procedures, strong security and facilities integration, and curated programming. The program includes:

- Front-of-house reception and access management to create a seamless, welcoming arrival experience
- Workplace services support including badging, onboarding, deliveries, pantry management and vendor coordination
- Event and community programming such as wellness initiatives, cultural events and employee engagement activities
- On-site amenities including car wash, fitness and concierge services to reduce everyday friction
- Standardized SOPs and playbooks to ensure consistency and scalability across all locations

> The outcome

32K+

annual interactions across all locations

8,200

badges processed annually across all locations

4,500+

employee engagement touchpoints through events and curated programming

7,000+

visitors supported

Within two years of the program's success, Circles expanded support with additional coverage at the company's West Coast headquarters and the launch of a new Midwest location, with international expansion also underway.

See what Circles can do for your organization.

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