

A scalable workplace hospitality program across 4 growing sites

delivers 32K+ consistent interactions



The background

A leading autonomous technology company operates workplaces across several West Coast locations. After transitioning from a prior workplace hospitality provider, service delivery varied by site, creating inconsistent employee and visitor experiences as the company scaled. With a growing national footprint of roughly 3,000 employees, they needed a more consistent, hospitality-driven model.



The Circles solution

- › Deployed a team of seven FTEs across the four sites to deliver consistent, high-touch workplace hospitality
- › Managed reception and access for a seamless, welcoming arrival
- › Delivered workplace services including badging, onboarding, deliveries and vendor coordination
- › Ran event and community programming, from wellness initiatives to cultural events
- › Offered on-site amenities like car wash, fitness and concierge services
- › Standardized SOPs and playbooks for consistent service delivery across all locations

The outcome

- 32K+ > interactions across all locations, annually
- 4,500+ > employee engagement touchpoints
- 8,200 > badges processed annually
- 7,000+ > visitors supported

See what Circles can do for your organization.

[Learn more](#)

"[The Workplace Hospitality Manager] went above and beyond by aligning our local front-of-house operations with HQ standards, creating a seamless experience. I find her insights invaluable; she significantly enhances our operational efficiency."

Site Facilities Manager