

New headquarters transforms employee experience and boosts occupancy 48%



The background

In 2021, an American telecommunications company opened a new 400-occupant headquarters in Dallas, designed around a welcoming, flexible, post-pandemic workplace model. Their goals were clear — bring employees back to the office and deliver a high-touch experience — but their existing infrastructure wasn't built to support it as employee volume grew.



The Circles solution

- › Collaborated with client's workplace experience and procurement teams to build a comprehensive solution
- › Aligned operational touchpoints and streamlined procedures to boost workplace efficiency
- › Developed standardized operating procedures spanning reception, events, mail and catering
- › Appointed an experienced Conference Center Manager to lead a hospitality-driven service culture
- › Trained staff to integrate the client's culture with high hospitality delivery
- › Managed on-site amenities and communications to support employee well-being

The outcome

- 117 > in-office events
- 86% > attendees rated events "exceptional"
- 35% > reduction in food subsidy costs
- 48% > increase in in-office occupancy
- 95% > candidate satisfaction with in-office interview experience

See what Circles can do for your organization.

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24,574

interactions completed in Q1 & Q2 2025,

73

of those supported daily tasks.