FOR ASSET MANAGERS, PROPERTY MANAGERS AND OWNERS REPOSITIONING

The future of building *operations*.

Flex is no longer a few floors run on their own. Lobby, food and drink, meeting rooms, event space and rooftop are becoming one hospitality layer across the building. This programme is for the people who will run it.

WHAT IT COVERS

01 **The whole-building experience**
Arrival, lobby culture and the occupier's journey across every floor.

02 **Flex as an amenity**
Where coworking and flex fit in office, multifamily and mixed-use buildings.

03 **The amenity strategy**
Food and drink, meeting and event space, rooftops: what to run, partner or charge for.

04 **Partners for front of house**
Bringing in a flex operator to run hospitality across the building.

05 **The new building manager**
The role, the measures and the team behind a building run as a product.

WHY NOW

Owners are rebranding property management and creating roles such as the building's chief executive. Too often the job description still reads like facilities management. The skills the role needs are hospitality, community and product, and few property teams have been trained in them.

FORMAT

DELIVERY
Briefing or cohort

LENGTH
Half day to four sessions

ALSO AVAILABLE
As a private in-house training for your team

PLACES, IN-HOUSE COHORTS AND PARTNERSHIPS

Start the *conversation*.

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