

AT A GLANCE...

EXECUTIVE FLOOR HOSTS

from **IntelligentOffice**^{UK}

TRADITIONAL FRONT OF HOUSE ROLE

CLIENT SUITE
RECEPTION
MEET & GREET

SWITCHBOARD

HOSPITALITY

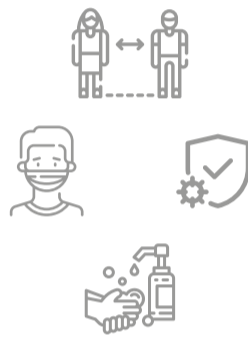
MEETING
ROOM
MANAGEMENT

EVENTS
MANAGEMENT

IMPACT OF COVID-19

Fee earners and employees returning to the office will naturally have some anxiety

Firms have a responsibility to make all personnel feel safe, with a cultural focus on wellbeing



Use of office space will have been changed to meet health regulations and will feel unfamiliar

Each visit to the office is different due to frequent changes in government advice, requiring continual onsite communications

EXECUTIVE FLOOR HOSTS' ROLE

Meet and greet all onsite personnel



Explain the new floor layouts and hot desk workstations



Provide additional items such as masks and gloves, as well as ad hoc items such as chargers and stationery



Sanitise hot desks and meeting rooms after use



Oversee regular cleanliness checks and provide friendly reminders of new protocols



BENEFITS



Familiar, welcoming and reassuring presence for all personnel



Focal point for all facilities management support services on the floor



Maintenance of a clean, tidy and safe environment



Visible support, on hand to provide equipment and answer questions, enabling fee earners to focus on their clients



The reassuring and proactive presence of the Executive Floor Hosts provide a meet and greet service that includes explanations relating to new floor layouts, hot desk workstation allocations and enhanced safety measures."

ALISON BILGIN, CHIEF OPERATING OFFICER **INTELLIGENT OFFICE**