



FUTURE OF WORK

Uncovering the Data Points Behind Exceptional Customer Experience

John Preece FRICS GAICD

Chief Property Officer, Hub Australia

0424 225 090 – john.preece@hubaustralia.com



You are the Customer.
Where would you rather be?





Office & Building Managers Should Think Like Hotel Managers

- Because your customers have a choice
- And 86% of your customers are choosing to be elsewhere



Understanding the Outcomes: *CX and NPS*



CX SCORE



NPS SCORE



Employee Engagement and Satisfaction

- The frontline of experience
- Data: job satisfaction, work-life balance, management effectiveness, turnover rates





Personalisation and Customisation

– A space just for you





Real-Time Responsiveness

– If its broken, fix it now





Amenities and Services

– Its more than just free coffee

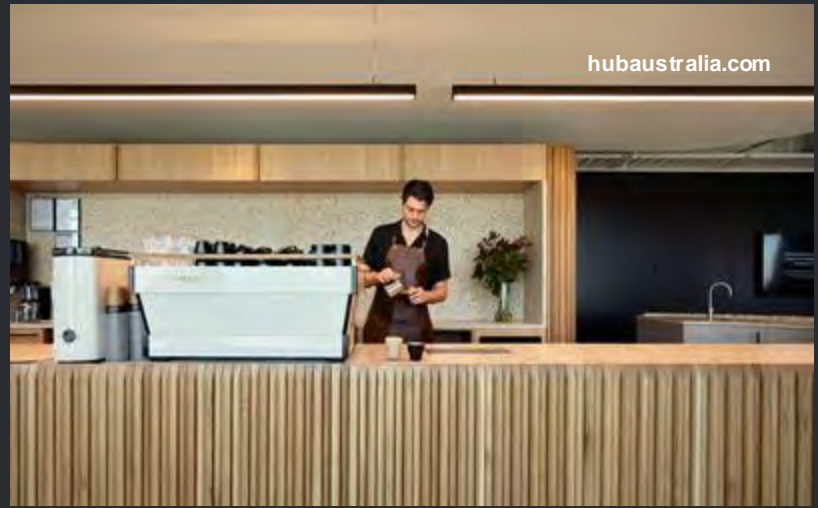




Safety and Security

– Peace of mind: A silent contributor





hubaustralia.com

Real world translations



Challenges and Opportunities: The Road to 5 Stars

COSTS

+

RETRAINING

+

TIME

+

TECH



The 5 Star Revolution Awaits





FUTURE OF WORK

Uncovering the Data Points Behind Exceptional Customer Experience

John Preece FRICS GAICD

Chief Property Officer, Hub Australia

0424 225 090 – john.preece@hubaustralia.com

