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The Workplace Experience Performance Map Guide

Diagnose how your workplace experience is performing. Then identify where to improve.



Most leaders know what they're measured on. Few can see where the employee experience succeeds or breaks down.

Organizations invest in workplace experience to strengthen engagement, culture and office attendance. Yet engagement remains low and many initiatives fail to deliver meaningful business outcomes.

94% of leaders feel responsible for employees' physical health and 93% for their mental health (ADP), yet global engagement has fallen to 20%, its lowest level since 2020 (Gallup). The commitment is there. The results often aren't.

The State of Workplace Hospitality Report 2026 calls this **the experience delivery gap**: the disconnect between workplace strategy and the everyday experiences employees actually have.

The **Workplace Experience Performance Map** helps identify gaps occurring across eight critical workplace moments, revealing where performance is strong, where friction exists and where to focus improvement.

Part 1 | A short, online diagnostic that measures eight workplace moments and generates an overall Workplace Experience Score.

Take the assessment ↗

Part 2 | Explores each workplace moment in more detail, explaining why it matters, what strong performance looks like and how to improve it.



Why experience is hard to get right.

Ownership is fragmented
Human Resources, Workplace Experience, Facilities, Real Estate and IT all influence the employee experience, yet no one owns it end to end. Without clear accountability, delivering a consistent workplace experience becomes difficult.

Some moments are invisible
Organizations routinely measure occupancy, usage and operational performance, but rarely evaluate the everyday moments that shape employee perceptions—from arriving at the office to attending a meeting or finding support. Together, these moments define the workplace experience.

Investment goes undefended
When workplace experience isn't measured, it's difficult to demonstrate its value. A common framework helps organizations prioritize investments and communicate business value.

Assess where you stand. Identify where to focus.

Assess your organization's performance across eight workplace moments that shape the employee and visitor experience. Your Workplace Experience Score identifies areas of strength, reveals where gaps exist and helps prioritize the improvements that will have the greatest impact.



A two-minutes diagnostic

Rate your organization's performance across eight key workplace moments that shape the employee and visitor experience. Each moment receives a score from 0 to 10 and contributes to an overall Workplace Experience Score, helping you identify where your workplace is performing well and where opportunities exist for improvement.

How to score

0–3 Weak — more friction than value

4–7 Mixed — works for some, not others

8–10 Strong — working well

Rate your current performance in these eight moments:

- Arrival and welcome
- Daily workplace experience
- Meeting and event support
- Guest and visitor experience
- Community and culture programming
- Personal suppport and concierge
- Well-being moments
- After-hours and remote support

Ready? Begin now ↗

Your Workplace Experience Score

The Workplace Experience Score provides an overall view of how employees and visitors experience your workplace.

While individual moments highlight specific strengths and opportunities, the overall score helps identify patterns that may be affecting engagement, productivity and workplace satisfaction.

The goal isn't perfection. It's understanding where improvements will have the greatest impact.

Guest and Employee Experience Map



Worked example

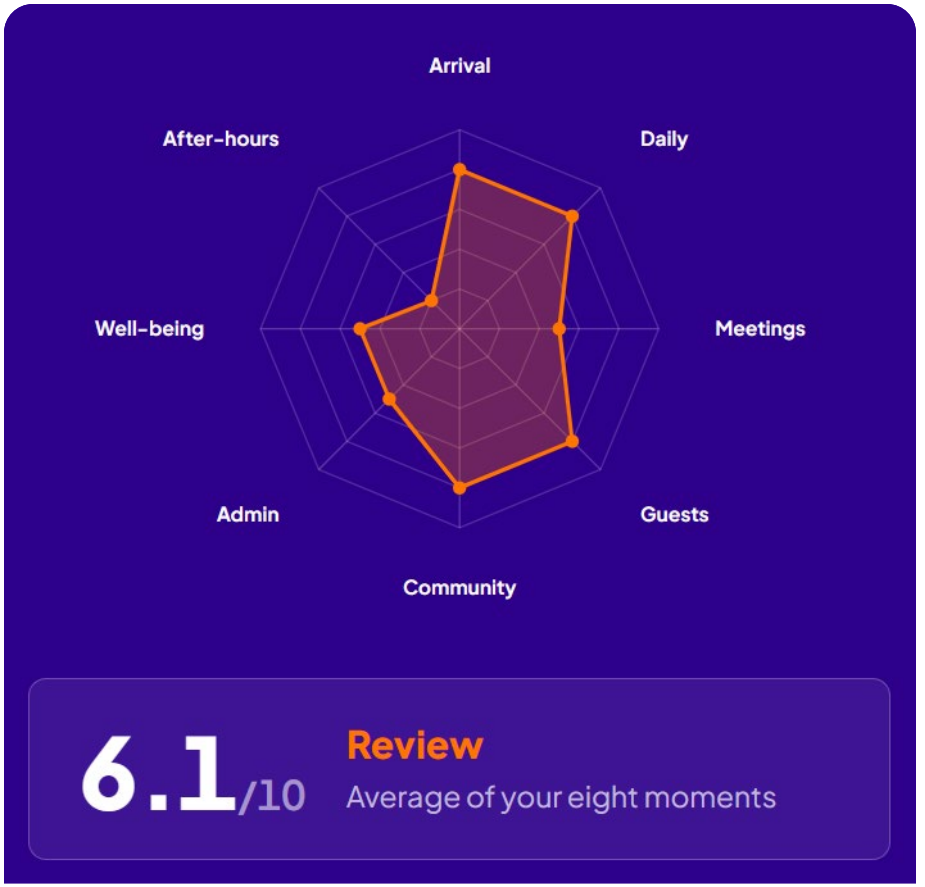
Moments, as rated 0–10

Arrival & welcome	8
Daily workplace experience	8
Meeting & event support	5
Guest & visitor experience	8
Community & culture programming	8
Personal support & concierge	5
Well-being moments	5
After-hours & remote support	2

Workplace Experience Score: 6.1 /10

MIXED

Open your live map ↗



Where to start

After-hours and remote support. With a score of 2, this is the greatest opportunity to strengthen the overall workplace experience.

Interpreting your score

Although performance is strong across several workplace moments, inconsistent support outside the office significantly impacts the overall experience. Focusing improvement efforts on the lowest-scoring moments often delivers the fastest gains in employee satisfaction and overall workplace performance.

Learn what strong performance looks like. Improve what matters most.

Explore each of the eight workplace moments in more detail, including why it matters, practical ways to improve it, measurable indicators of success and real-world examples of organizations delivering exceptional workplace experiences.





01

Arrival & welcome

WHY IT MATTERS

Every workplace experience begins at the front door. Whether someone is arriving for work or visiting for the first time, the arrival experience shapes first impressions, influences confidence in the organization and sets the tone for everything that follows.

HOW TO IMPROVE

Create a seamless arrival experience by aligning reception, security, visitor management and wayfinding under consistent hospitality standards. Assign clear ownership, train frontline teams to deliver a welcoming experience and regularly measure employee and visitor satisfaction.

STRONG EXPERIENCE

Employees and visitors are welcomed promptly and professionally. Reception, security and visitor management work together seamlessly, access is efficient, wayfinding is intuitive and every interaction reflects the organization's culture and commitment to hospitality.

WEAK EXPERIENCE

Long security lines, confusing signage, inconsistent visitor procedures and reception teams focused on processing rather than hospitality create unnecessary friction before the workday even begins.

SUCCESS SIGNALS

- High employee satisfaction and NPS scores
- Visitor satisfaction and NPS above 70
- Employees confidently invite clients and guests to the workplace

A five-star welcome improves the experience

A Circles hospitality team helped transform a new pharmaceutical headquarters with a hotel-style welcome, personalized tours, tailored onboarding and coordinated on-site services. The workplace achieved a 95 NPS, reflecting a consistently high-quality employee and guest experience. Learn how.



02

Daily workplace experience

WHY IT MATTERS

The everyday workplace experience determines whether employees see the office as a destination that helps them do their best work, or not. Comfortable spaces, quality amenities and thoughtful hospitality create an environment employees want to return to, not simply one they're required to visit.

HOW TO IMPROVE

Design the workplace around employee needs rather than workplace policies. Provide spaces that support focused work, collaboration and social connection. Continually gather employee feedback and assign accountability for managing the daily workplace experience.

STRONG EXPERIENCE

Employees have access to welcoming spaces, quality food and beverage options, comfortable amenities and environments that support a variety of workstyles. The workplace feels intentional, well maintained and designed around the employee experience.

WEAK EXPERIENCE

Uninspiring common spaces, limited amenities and one-size-fits-all environments make working from home the more attractive option and reduce employees' desire to spend time in the workplace.

SUCCESS SIGNALS

- Increased voluntary attendance on non-mandated office days
- High employee satisfaction with the workplace environment
- Increased usage of workplace amenities
- Positive feedback on workplace experience

Supporting a better quality of life

A global law firm introduced Circles Concierge to more than 3,600 employees, helping them save an average of 3.5 hours per request. The firm subsequently climbed more than 20 spots into the top 10 of the Best Law Firms to Work For Quality of Life rankings. Learn more.



03

Meeting & event support

WHY IT MATTERS

Meetings and events are where people come together to collaborate, share ideas and get things done. Whether it's a team meeting or company gathering, the experience depends on a workplace that is prepared, responsive and free of unnecessary friction. Reliable support helps meetings run efficiently and ensures events reflect the organization's culture and standards.

HOW TO IMPROVE

Establish consistent service standards for meetings and events. Coordinate room setup, technology, food and beverage, hospitality and logistics through a clearly defined support model. For larger events, provide dedicated planning and on-site support so details are managed before, during and after the event.

STRONG EXPERIENCE

Meeting rooms are prepared in advance, technology works reliably and hospitality is delivered seamlessly. For events, experienced support teams coordinate setup, food and beverage, guest needs and all logistics, allowing hosts to focus on their attendees rather than managing the details.

WEAK EXPERIENCE

Meetings or events that start late because rooms aren't ready, technology fails or responsibilities are unclear. Small operational problems can quickly become lost productivity and diminish confidence in the workplace experience.

SUCCESS SIGNALS

- Meetings begin on time
- High employee satisfaction with support
- Reduced meeting and event preparation time
- Increased usage of on-site hospitality and food and beverage services
- Fewer technology and logistical issues

Strong execution drives better event experiences

For one client, Circles managed 117 in-office events in one year, ensuring seamless execution and high engagement. 86% of event survey respondents rated their experience as exceptional. Read how.



04

Guest & visitor experience

WHY IT MATTERS

Every visitor experience reflects your organization. Clients, candidates, partners and prospective employees begin forming opinions the minute they enter your building. A welcoming, well-orchestrated experience demonstrates professionalism, strengthens relationships and reinforces your brand.

HOW TO IMPROVE

Design a seamless visitor journey that begins before arrival and continues through departure. Coordinate communications, reception, badging, wayfinding, meeting support and hospitality so every guest feels welcomed, informed and valued.

STRONG EXPERIENCE

Visitors receive clear pre-arrival information, are greeted promptly upon arrival and move effortlessly through the workplace. Reception, security and meeting hosts work together to deliver a personalized, professional experience that reflects the organization's culture and values.

WEAK EXPERIENCE

Guests wait to be acknowledged, arrival procedures are confusing and hosts aren't prepared when visitors arrive. These small moments create unnecessary friction and can undermine an otherwise positive meeting or interview.

SUCCESS SIGNALS

- Visitor satisfaction above 90%
- High percentage of visitors pre-registered before arrival
- Positive candidate and client feedback
- Increase of on-site meetings and events

Workplace hospitality delivers 100% satisfaction

A global hospitality company partnered with Circles to bring five-star service to reception, visitor management, concierge and guest services. Now a single hospitality experience, they achieve 100% visitor satisfaction while supporting more than 100,000 employees and guests annually. Read more.



05

Community & culture programming

WHY IT MATTERS

A workplace alone doesn't create connection. Shared experiences do. Intentional programming helps employees build relationships, strengthen belonging and create meaningful reasons to come together.

HOW TO IMPROVE

Develop an ongoing program of events that reflects your culture and the interests of your workforce. Personalize programming whenever possible, encourage participation through meaningful experiences rather than mandates and use employee feedback to continually refine approach.

STRONG EXPERIENCE

Employees participate in events because they want to, not because they have to. Programs support learning, well-being, recognition, networking, volunteerism and social connection, creating an environment where employees feel welcomed, included and part of a community.

WEAK EXPERIENCE

Events are infrequent, poorly attended or treated as one-time activities. Employees don't see value in participating and opportunities to build relationships and strengthen culture are missed.

SUCCESS SIGNALS

- High voluntary participation rates
- Strong post-event satisfaction scores
- Increased employee engagement
- Positive feedback on belonging and culture
- Consistent participation from all groups

Connection drives workplace engagement

According to the State of Workplace Hospitality Report 2026, 90% of employees say belonging and team connection are among the top reasons they choose to visit the office. Organizations that intentionally connect employees strengthen workplace culture while encouraging greater participation in the office. Get report.



06

Personal support & concierge

WHY IT MATTERS

Employees don't leave personal responsibilities at home when they come to work. Managing personal responsibilities compete for attention during the workday. Concierge support helps manage everyday tasks, reduce distractions and return valuable time to employees.

HOW TO IMPROVE

Provide employees with convenient access to concierge services that simplify everyday life. Combine on-site support with virtual concierge services to help employees manage personal tasks quickly and easily, no matter if they're working in the office, remotely or on the go.

STRONG EXPERIENCE

Employees can easily access support for everyday tasks that would otherwise interrupt their workday. Services may include errand running, travel planning and more. Concierge support means employees are spending less time managing personal responsibilities and more time focused on their work.

WEAK EXPERIENCE

Employees regularly step away from work to manage personal responsibilities, juggle appointments between meetings or spend work time coordinating everyday tasks. These interruptions reduce focus, increase stress and impact productivity.

SUCCESS SIGNALS

- Increased usage of concierge
- Time saved per concierge request
- Repeat usage of concierge services
- High NPS and employee satisfaction scores
- Positive feedback on work-life support

Removing everyday distractions nets 97% satisfaction

At Wellstar Health System, Circles' concierge program helped employees reclaim 77,984 hours in 2025, while achieving a 97% satisfaction rate — giving employees more time to focus on their work and what matters most. Read more.



07

Well-being moments

WHY IT MATTERS

Employee well-being is shaped by the everyday workplace experience, not just wellness programs. Well-being is not a campaign. It is the conditions people work in every day — their physical environment, access to support and opportunities to focus and recharge — that gives then the room to thrive.

HOW TO IMPROVE

Integrate well-being into the workplace experience through thoughtful space design, accessible support services and inclusive practices that meet the diverse needs of today's workforce. Create environments that help employees focus, recharge and feel supported throughout the workday.

STRONG EXPERIENCE

Employees have access to quiet spaces, wellness resources and environments that accommodate a variety of work styles and needs. The workplace supports productivity and well-being through intentional design, flexible spaces and accessible services, that help employees perform at their best.

WEAK EXPERIENCE

Well-being is an occasional initiative rather than an everyday experience. Employees have limited access to quiet spaces or support resources, and the workplace creates unnecessary distractions, stress or barriers to productivity.

SUCCESS SIGNALS

- Improved employee engagement
- Reduced absenteeism
- Increased usage of wellness spaces and services
- Positive employee feedback related to workplace well-being

Well-being is part of the workplace experience

The State of Workplace Hospitality Report 2026 reveals that 80% of workers say they are in a toxic work environment; 93% say their employer is not doing enough on mental health. The workplace itself can support well-being with thoughtful design, accessible resources and opportunities to focus and recharge. Get report.



08

After-hours & remote support

WHY IT MATTERS

In a hybrid workplace, the employee experience extends beyond the office. Consistent support, wherever and whenever work happens, helps employees stay connected, productive and supported.

HOW TO IMPROVE

Extend workplace support beyond the physical office through virtual services that are available whenever employees need them. Ensure remote and hybrid employees have equitable access to support services, workplace resources and personalized assistance regardless of location.

STRONG EXPERIENCE

Employees receive consistent support whether they're working in the office, at home or traveling. A 24/7 virtual concierge service helps employees manage everyday tasks without waiting for the next business day. The workplace experience remains consistent regardless of where work happens.

WEAK EXPERIENCE

Support is available only during business hours or only to employees working on-site. Remote and hybrid employees receive a different experience, creating inconsistencies that can reduce engagement and reinforce feelings of disconnection.

SUCCESS SIGNALS

- Increased usage of virtual services outside traditional business hours
- High satisfaction ratings for both on-site and remote populations
- Strong adoption of virtual concierge services
- Consistent engagement regardless of work location

Support shouldn't stop when the workday ends

When a leading national insurance provider transitioned to Circles' Virtual Concierge, employee engagement increased by 482%, 10,400+ employee hours were saved and satisfaction reached 94%. The results show the value of providing personalized support wherever employees work, not just when they're in the office. Learn more.

Two practices strengthen every moment.

Great workplace experiences do not happen by accident; they are created through intentional design.



1. FEEDBACK AND MEASUREMENT

Continuous feedback and meaningful measurement make every workplace moment more effective. Track metrics such as NPS, satisfaction and occupancy, then use the insights to identify opportunities and guide improvements.

SUCCESS SIGNAL

Changes made in response to employee feedback are visible and measurable within 90 days.

2. COMMUNICATING THE EXPERIENCE

Strong workplace experiences need to be understood and valued across the organization. Communicate their impact in business terms so leaders can clearly see how workplace investments support employee experience and business outcomes.

SUCCESS SIGNAL

The value of workplace investments is clearly understood and can be defended without developing a new ROI case each quarter.

Few organizations are weak everywhere. Start where the experience needs the most attention.

1. **Prioritize the moments employees experience most.** Frequent friction has the greatest cumulative impact.
2. **Put delivery in the hands of someone whose job it is.** Clear ownership creates consistency and accountability.
3. **Measure one KPI for each priority moment.** Make improvement visible to the people responsible for delivering and funding it.



The business case for workplace experience is clear.

Strong employee experience reduces turnover intent by 68% (SHRM), while strong belonging is associated with 23% higher profitability and 81% less absenteeism (Gallup). Every moment is an opportunity to improve the employee experience and business outcomes.

But knowing what to improve is only the beginning. Consistently delivering it requires expertise, capacity and clear ownership.

For many organizations, that capability does not need to be built in-house. An experienced workplace hospitality partner can bring the people, expertise and operational infrastructure needed to turn workplace strategy into consistently delivered experiences — and help organizations measure, demonstrate and improve the ROI of that investment.

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Turn workplace insights into action.

Circles brings 25+ years of workplace hospitality experience, giving organizations the people, expertise and operational capacity to deliver better workplace experiences — without having to build it all in-house.

Close the experience delivery gap with Circles.

Book an exploratory insights call



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