

**[IMPORTANT: The information and materials contained herein should not be considered or relied upon as legal advice on specific factual situations. Users are urged to consult legal counsel concerning particular situations and specific legal questions.]**

## **10 Pointers for Hoteling**

1. Lead by example at the partner/manager level.
2. Institute a clean desk policy and enforce it.
3. Consider designated offices or passive hoteling (i.e., assigned offices with files, but hoteled when the individual is out of the office).
4. Assign offices near an individual's administrative support and ensure someone is assigned to keep supplies available in each office.
5. Provide adequate storage space and ensure convenient file access through the use of designated offices or mobile file cabinets.
6. Ensure reservation system is easy to use (user-friendly, consider telephone and internet availability).
7. Ensure immediate telephone and network capabilities upon sign-in (no waiting period).
8. Strong "marketing" at the onset and subsequent – focus on benefits (flexibility; telecommuting) rather than cost containment – what benefits will be generated from the savings (increased bonus pool, social events for networking)
9. Consider parameters for reservations (up to x days (perhaps 7) in advance) and cancellations (if no sign-in within x hours (perhaps 2) of reservation).
10. Be sure not to over cut your space requirements; consider additional rural remote locations (with reduced rental rates)

## **Examples of Actual "Less than Best" Practices!**

One Big Five firm in the Los Angeles area cancelled reservations if individuals did not sign-in within 15 minutes of their reservation time (consider the traffic issues in LA).

One Firm allowed reservations only one day in advance and telephone reservations could not be made – therefore you had to be in the office to make a reservation.

There have been situations of over cutting space – so after a nice long drive to the office, there were no workspaces available. In this case conference rooms and empty partner offices were used. However, the partners offices were not passive hoteled and therefore if someone needed to work in a partner office, there was no phone service. Conference rooms allowed no privacy. Senior managers often had to work in staff cubicles.