



Accommodations Solutions For Groups

A DWEllWORKS LIVING WHITE PAPER

Corporate Travel Is Back, And It's Different

Employees are moving and traveling for work again. In fact, according to research published by the Global Business Travel Association (GBTA), global business travel spend in 2024 is back to levels last experienced in 2019, at an estimated \$1.48 billion (US).

As the world steadily returns to travel and as needs for mobile employees heat up, whether for on-site audits, intern programs, or training and onboarding, travel managers and human resources decision makers need solutions that meet their traveling employees' expectations for comfort and safety, while managing their companies' costs.

In this white paper we'll look at some key group travel populations and effective solutions that meet cost and comfort expectations.

READ ON TO LEARN MORE ABOUT SOLUTIONS AND REAL CLIENT EXAMPLES FOR:



Interns



Group Trainings &
Onboarding



Rotational
Assignments



Group Project
Work



Crisis Driven/High
Impact Events

Group accommodations needs are typically implemented in line with a company's business development and expansion plans, whether for early stages of talent development and deployment or in response to the specific requirements of projects and assignments.

Not only do business managers have the need for specialized, cost-effective, and situationally responsive solutions for the global travel of their groups, those solutions are often best delivered through alternative accommodations such as serviced apartments. Alternative accommodations offer the global distribution, convenience, and accessibility of hotels, without the cost burden that hotels carry in response to the variety of their customers' needs.

Intern Programs

Most interns arrive onsite for their corporate experiences in late spring, after the academic year has ended. But intern hiring season starts the previous fall, as students head back to campus, and the competition from employers looking to hire, as well as among interns seeking premier intern opportunities, is fierce. **In the US alone, there were over 4 million internship opportunities posted in 2023, a number that grew by about 15% in 2024.**

Retailers, banks and financial services providers, accounting firms, technology innovators, and consulting practices compete to attract top talent to their intern programs. To be competitive, employers must present both compelling learning experiences and appealing benefits, such as market-rate compensation, access to local amenities, and good quality local furnished housing.

WHAT'S THE MAGIC BEHIND A SUCCESSFUL INTERN PROGRAM?

A successful intern program achieves two complementary objectives: meeting the requirements of the employer in securing talent for their program and future employment pipeline and meeting the requirements of the interns so they accept the employer's offer for the summer program and become a net recommender of the company as an intern and as a prospective new hire.

Meeting these objectives is where the magic happens – through the coordination of resources and support that most employers do not have within their organizations, but which they require to have executed to meet their talent development objectives.

Intern accommodation programs succeed through a combination of quality properties, dedicated customer service support, close project management, and a focus on an experience that is designed around the interns' needs and expectations.



ELEMENTS OF A SUCCESSFUL INTERN HOUSING PROGRAM INCLUDE:

PLANNING

- Determining the company's housing priorities, such as density, ease of commute, and value
- Weekly planning calls, with updates on milestones achieved and review of roadblocks and alternatives
- Flexibility to respond to changing circumstances, such as adjusting move-in dates due to flight cancellations and adverse weather
- Creativity in sourcing housing solutions

MOVE-IN AND ONGOING SUPPORT

- 'Kickoff' orientation at employer's headquarters
- Briefing and orientation prior to move-in to prepare for onsite arrival
- Electronic check-in process, supplemented by next day personal follow up/meet and greet
- Local content that introduces resources, things to do, and local immersion
- Single point of contact for interns to resolve all questions and support needs while onsite
- Single point of contact for the company to ensure streamlined communications and prioritized action
- Frequent intern engagement, from initial contact through final checkout



INTERN PROGRAMS – A CASE STUDY

How We Built A Positive Intern Community For A Major Employer

In 2024, Dwellworks Living was asked for a second time by the world's largest combined brick-and-mortar and online retailer to provide housing solutions for hundreds of summer interns. The assignment was to support 150 interns in 3 core markets: The San Francisco Bay Area, New York City, and Dallas and to provide housing for an additional 130 interns headed to 87 different cities for field location assignments.

Our client's housing priorities for this group were:

- Managing an ideal intern experience
- Creating density, so that interns could be housed together to foster offsite community
- Staying within budget
- Be open and responsive to date changes and accommodation needs

THE RESULTS:

With our combined expertise in temporary living and destination services, Dwellworks Living was able to source housing options and negotiate volume-based pricing from trusted operators who understand our culture and our mission.

Our coordination meant that the company's Intern Project Manager and our Relocation Management Company (RMC) partner could focus on supporting the program overall, rather than identifying and managing hundreds of hotels and accommodations providers they did not know and had no infrastructure to source, support, and coordinate. Unlike other groups, interns have a unique need for extensive support and orientation.

Dwellworks Living provided wraparound service that started with an on-site orientation at the client's headquarters and continued through to friendly personalized introductions to every intern from their Dwellworks Living Team. Our team created a detailed web page for every property, presenting the property features as well as check-in procedures, a detailed local community overview, and curated recommendations from our on-the-ground team. These digital assets were reinforced at a welcome reception at each property along with a dedicated 24-7 service response team to address any intern's concern.



“We were blown away by the Dwellworks Living team's willingness to fly to our client's headquarters and the support they provided for their interns. It was above and beyond what we would normally see from a partner, and I am so glad that the client got to experience that level of partnership with our service partner teams. Your team is phenomenal!”

— Relocation Management Company for Fortune 100 Client

THE BOTTOM LINE:

We were able to find ideal accommodations with our portfolio partners in Silicon Valley, despite the competitive housing market and market price of \$350/night for a regular leisure apartment. Our accommodations met every requirement of our client, including density, levels of service, and price, thanks to our longstanding relationship with our partners who are ready to work with us in a moment's notice. This seamless collaboration has been instrumental in ensuring that we consistently exceed client expectations and deliver unparalleled service.

The hotel stays for the 130 other interns were distributed across dozens of markets. ***Our coordinated booking capabilities enabled us to source accommodations for a total of 9,230 nights at a savings of 11.5% per night versus the national average market price of \$204 for similar properties. The savings to the client in our hotel program versus 'rack rates' alone were over \$200,000.***

Group Trainings & Onboarding

Trainings present a unique opportunity to reinforce company culture, not only in the content of the education sessions, but in the housing experience for a group brought together for several weeks of skill-building and knowledge sharing. Housing that enables companies to book training experiences that keep the team in close contact, at an affordable price, and within easy commute of the business operations, meets all major criteria. If the solution is furnished apartments, versus individual hotel rooms, the cost experience will typically be lower while the team-building outcome can be optimized.

Considerations for Group Training and Onboarding Solutions:

- Leveraging partner expertise in market solutions that does not exist in-house
- Guaranteeing availability
- Being near the company's office(s)
- Minimizing risk for committed inventory
- Supporting accommodations sourcing in multiple markets simultaneously



GROUP TRAININGS AND ONBOARDING – A CASE STUDY

Training and Onboarding Decisions Made Easier Through Local Expertise

When a global bank headquartered in Hong Kong chose Dwellworks Living to support its Early Careers Program in APAC for two years in a row, it was because of the client's familiarity in working with us as subject matter experts in real estate, local area orientation, and marketplace intelligence across the Asia Pacific region. The newly hired associates were to be based in Hong Kong and Singapore but in their first few months, they also traveled across the region to gain career experience. These high-potential young professionals needed well-managed housing solutions in multiple locations and peace of mind about the process to set them up for success in their new jobs without distraction.

THE PLAN:

As the recent graduates were onboarded for orientation, they stayed in accommodations preselected, screened, and with pricing negotiated by Dwellworks Living on behalf of the client. The accommodations were selected for proximity to the client's offices and met the client's requirement to be more functional and less expensive than a typical business hotel. After the orientation period, the new hires traveled to their specialization training destinations and resided in their 'home' serviced apartments for 60 days or longer.

THE RESULTS:

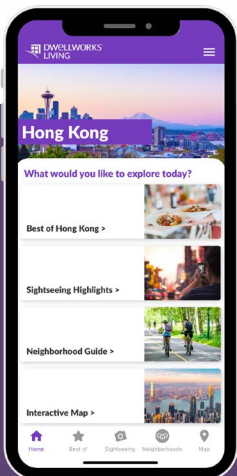
Our coordination of the Early Careers Program saved weeks of effort from the human resources and travel administration organizations, who also did not have the extensive contacts in the property market to ensure competitive pricing and commitment to the program needs.

Responding to the appeal of long stays in their properties (over 500 days in some instances), our portfolio partners offered significant discounts of approximately 40% under market rates.

We estimate the savings realized by Dwellworks Living's management of the housing costs of the program to be a minimum of \$600,000 US versus market rate costs for approximately 20,000 room nights.

THE ADDED IMPACT OF LOCAL KNOWLEDGE:

In addition to securing housing and guaranteeing availability, our coordination of reservations, lengths of stay, and arrivals and departures means we managed risk and protected the client from over-committing to inventory and expense. We also provided a special level of local orientation and awareness that comes from a deep understanding of what newcomers want to know – thanks to managing thousands of moves into Hong Kong and Singapore over the years.



XPLORE WITH US

With access to our Xplore mobile app, we gave the bank's new employees a confident start, providing 'day one' familiarity with their destination city, included at no extra cost with every Dwellworks Living booking.

Rotational Assignments

Talent is needed everywhere, and companies need to know they can deploy their experts on demand without scrambling for last-minute accommodations and expensive solutions. Having solutions in place through an alternative accommodations partner makes it easy for those who plan and manage mobility to approve essential travel while managing assignments as needed.

Factors to Consider for Rotational Assignments:

- Proven expertise in local rental markets
- Access to innovative housing solutions
- Flexible solutions based on changes in employee/program need
- Options that include hotels, serviced apartments, and long-term rentals



ROTATIONAL ASSIGNMENTS – A CASE STUDY

Finding Housing Options in a Tight Market

THE PLAN:

A client needing flexible housing choices asked us to offer dual-track options to meet the housing needs for an ongoing, rotating population they were sending on assignments of various lengths to Amsterdam. Depending on the business purpose for travel, we placed their employees on short-term stays in furnished, serviced apartments and employees on longer stays of a year or more in unfurnished apartments. We also negotiated rates and availability with local hotels to bridge any moves between accommodations.

THE RESULTS:

Even in a market with chronically limited housing options and a rental vacancy rate of less than 1%, our local reputation and knowledge enabled us to find appropriate options across all accommodations categories at a high-level of customer satisfaction. Having experience in the long-term rental market in Amsterdam, knowing the local laws, and being able to partner with landlords on broader program capabilities made it possible to source solutions for this specific client need.

Group Project Work

Whether for extended customer audits, installing new technologies, or launching new operations in manufacturing, high tech, or energy markets, some companies have the ongoing need to send multiple employees on assignment to a job site. Whatever the job requirement, there is a need for comfortable serviced accommodations that provide a genuine 'home from home' feel at a predictable and well-managed cost. The solution may be properties identified through a high performance, globally distributed accommodations portfolio, or may be dedicated, turnkey inventory sourced exclusively to ensure availability of supply and predictable cost.

Considerations for Group Project Coordination Include:

- Dedicated accommodations resources to source for specific Group accommodations needs:
 - Globally distributed property portfolio to simplify sourcing
 - Capability to create turnkey/client-specific inventory if needed
 - Capability to secure housing at competitive, preferably below market average cost
- Review and oversight of individual guest and/or master lease agreements
- Billing review, consolidation, and approval of details to facilitate company review and internal charge back procedures



GROUP PROJECT WORK – A CASE STUDY

Managing Groups in Multiple Locations and Delivering Results

One of the world's largest diversified energy services organizations relies on Dwellworks Living to source alternative accommodations on a global scale. Coordination through a dedicated partnership ensures that our client benefits from pricing leverage and a reliable supply of housing from partners who appreciate the extended stays. The partnership commitment between this client and Dwellworks Living allows us to make the necessary investments in custom reporting, expanded client-facing services, sustainability, and industry-leading compliance, safety, and security protocols. As with complex group housing needs across multiple locations and environments, it was essential to fully support the core requirements of the client's Duty of Care policies.

ONGOING REQUIREMENTS:

Energy companies often support and staff their own 'camp living' for employees on remote work assignments. When they choose alternative accommodations solutions instead, we source the housing they need. We have helped source extended (one year+) contracts with housing providers near the Arctic Circle and furnished stay solutions near offshore projects in the Gulf of Mexico that are specifically sourced to meet client standards for Health, Safety, Security, and Environment (HSSE). Read our white paper on meeting the needs of the energy sector [here](#).

For other group needs, such as a unique move of 600 families needing larger units in Karachi, Pakistan, we secured housing at a 20% discount to market rates. And for business professionals traveling on a short-term, 2-week training assignment in Glasgow, our pricing was on average 15%-30% below market rates and focused on the core client requirement of accessibility to their training location.

POSITIVELY PREDICTABLE RESULTS:

Because of the expense associated with group deployment and accommodations, companies typically have expanded reporting and service requirements, since the projects are subject to intense stakeholder scrutiny. Dwellworks Living has built a unique competency in group accommodations management for projects, which includes detailed project planning and coordination of housing, occupancy, and billing that simplifies the process and enables visibility and transparency to any group booking at any time. This competency is scalable and flexible, enabling us to assign resources to client group move/local site needs on demand so that companies do not need to scramble to manage accommodations and service needs when their expertise is policy management and consultation to the business.

High Impact Global Events

External events can have an urgent, sometimes outsized impact on employee mobility, travel, and accommodations needs. These could include climate and weather events such as floods, hurricanes, and earthquakes, which impact both local residents and groups of employees on assignment, and create an upheaval in the housing status quo.

What Is Needed to Successfully Respond to an Emergency/Crisis?

- Global capacity to mobilize property search and support on short notice
- Ability to leverage local landlord/property management relationships
- Knowledge of local housing and accommodations laws to source all available options
- Proven project management and client communication frameworks to support urgent action and decision making
- Capacity to support service coordination as well as property sourcing



HIGH IMPACT GLOBAL EVENTS – A CASE STUDY

Mobilizing for Action on a Global Scale

In the spring of 2022, after Russia invaded Ukraine, Dwellworks Living was contacted by multiple clients to secure the immediate removal of their employees from the region. While the millions of refugees from Ukraine created a global humanitarian crisis, employees of Western companies in Russia also found themselves isolated as employers and employees were directly impacted by severe financial sanctions. In one example for one of the world's largest technology employers, Dwellworks Living was asked to quickly move 244 employees from locations in Russia to company operations in Dublin and Munich.

Note that at this time, COVID-19 restrictions were being lifted as well, and Europe was experiencing a massive influx of business and leisure travel after 2 years of travel bans. As a result, employment centers and global destinations such as Munich and Dublin were already at near 100% occupancy for hotels, short-term living, and long-term leases, with long queues for apartment viewing and multiple applications for every vacancy, at non-negotiable prices.

ACTING FAST ON A PLAN:

Thanks to our long years in the Munich market, and our local German-speaking Destination Consultants, we were able to present 140 housing options in a market at capacity. We also converted another 80 units that were reserved for long-term rentals into furnished short-term options to meet this unexpected but essential client demand. We found similar success in Dublin, where we sourced 32 housing options in an at-capacity market that resulted in our placing of 24 client employees from Russia into furnished housing.

GETTING RESULTS WHEN YOUR GROUPS NEED HELP MOST:

Dwellworks Living has a long history of meeting the housing, safety, and security requirements of our clients across multiple challenging geographies. We are unique in our ability to leverage our on-the-ground Destination Consultants as well as our in-market accommodations supplier partners to negotiate with landlords and create 'bespoke' furnished housing. This capability has clients turning to us in times of crisis as well as in challenging markets with low vacancies and limited supply to find solutions for their essential mobile workforce.

About Dwellworks Living

Whether you have corporate housing needs for a large team or an individual employee, Dwellworks Living provides serviced accommodations solutions for short, medium, and long-term stays. With a global portfolio of properties and partners, a tri-regional service team of customer experience professionals, and a wide range of services for global mobility and travel clients, we help businesses attract and retain top talent, support employee productivity, and ensure a smooth and successful relocation or business travel experience anywhere in the world.

Dwellworks Living is the global corporate housing brand of Dwellworks, an award-winning, business-to-business provider of global mobility and business travel services. With 80,000 high-quality, professionally managed properties in over 125 countries worldwide, Dwellworks Living is the preferred housing solutions partner of multiple Fortune 1000 and leading relocation management companies.

LOOKING FOR GREATER COMFORT AT A LOWER COST FOR YOUR GROUP TRAVEL NEEDS?

Contact us. We're experts in alternative accommodations and can simplify solutions management for your organization on a global scale.

Learn more about us at DwellworksLiving.com.

