

WORKPLACE

APPLEBEE'S RESTAURANT SUPPORT CENTER

The Support Center design is centered on the needs of the Applebee's associates. It was the vision of company leadership to create an inspiring workplace to maximize employee satisfaction, allowing Applebee's to attract and retain the best people. Applebee's values the impact that associates have on the business. Therefore, every design decision considered the impact on the work force.

A healthy work environment was the first priority in designing the Support Center. Recognizing that associates spend a significant amount of their day indoors, it was important to maximize the amount of natural daylight and views for all, regardless of title or position within the company. Enclosed spaces are located away from the perimeter, allowing natural daylight and views to penetrate deep into the workplace. Panel heights are lower in order to allow daylight into the space. Translucent materials are incorporated where visual privacy is needed, allowing daylight to filter in while providing privacy.

The design also reflects the need to have various types of spaces available at different times throughout the day. There are spaces to work alone, collaborate with team members, or share in company celebrations. These are all located in central, easily accessible areas.

Applebee's maintains a strong belief in the benefit of an open and collaborative work environment. Applebee's Leadership groups wanted to encourage associates to get out of their individual workspaces more often to interact with colleagues. The new workplace design concept allows associates to view the entire building as their office, rather than simply the space assigned to them. This type of environment also enables associates to adapt quickly to changing business needs. The design team developed strategies to meet the requirements of individual and team work styles rather than standard solutions based upon hierarchy. Emphasis was placed on job function and work style needs, using products that allow easy change and adaptation as job functions shift. Lower panels and layouts that allow visual access to others are provided for groups with a more collaborative work style. For more concentrative work styles, slightly taller panels and more secluded locations are provided. Meeting spaces, both open and enclosed, are located throughout the building, allowing associates to move away from their individual spaces and work nearby. Small private enclaves are scattered throughout the building and give all associates a place to have private conversations, conduct concentrative work, or simply have some alone time.

Energetic, daylight-filled spaces with amenities such as a coffee bar, dining space, seating areas and other resources attract associates to work and mingle with colleagues in a public forum. The spaces can also be utilized for associate recognition, an important part of the Applebee's culture.

