

CASE STUDY

Wolf Theiss

KEY DATA

CLIENT

Wolf Theiss Rechtsanwälte

TIME PERIOD

January - April 2020

LOCATION

Vienna, Austria

WEBSITE

wolftheiss.com

SERVICE

Service Design

✓ Consultation

Organization

Keynotes

Hosting Services

DOMAIN

Arts & Culture

Sport

Gastronomy

✓ Culinary Arts

Fairs & Exhibitions

Events

✓ Other Services

SCOPE OF SERVICES

- Optimization of the client experience
- Development of a hospitality concept
- Consultation and selection of dishes, decoration and details
- Development of a new culinary concept
- Selection of suitable partners and creation of customized offers

PROJECT DESCRIPTION

The Wolf Theiss law firm recruited us to optimize their client experience. To get an initial feel for the situation, we took a look into the company in Phase 1. Based on this, we then made recommendations on optimization possibilities, design options and how to implement them. For this, we created a catalog of requirements and budgeted the defined measures.

Mood boards were created to visualize the different design concepts for the hardware. We were also responsible for selecting suitable, high-quality manufacturers for the hardware. Other areas of responsibility included compliance with the budget and collection of offers.

Another goal was to improve the culinary service offered in the law firm on a daily basis and at internal and external events. For this, we reworked the current food and beverage offer based on previously-defined parameters and offered our input during a coffee and catering tasting to select new, suitable products and partners. In the final step, we supported the team during implementation and created briefing documents on how to properly and effectively carry out the plan.

„Friedreich Hospitality understood our concerns from the very first meeting. We felt very well looked after and supported. Their friendly and uncomplicated manner contributed to this, as did their structured approach, their flexibility and their many good ideas for improving our client experience through hospitality measures.“

Michaela Fischer — Project Manager