

# HOSPITALITY HYBRID

Hyatt's new global headquarters relies on concealed and decorative fixtures to re-create the 'touch points' of its hotel experience

By **Samantha Schwirck**

Step inside Hyatt's new global headquarters in Chicago and you might feel like you've reached your vacation destination—until you have to get to work of course. The 260,000-sq ft space was modeled after the hospitality-driven design found in Hyatt's 700-plus properties worldwide. "The new HQ is designed to encourage greater connections between the headquarters and various hotel properties," explains Emily Klingensmith, partner at local lighting design firm Schuler Shook, which worked with Gensler on the project from 2016 to 2017. "The overall design supports [Hyatt's] 'culture of care' by creating environments that enable people to thrive," Klingensmith says.

To create a hotel-like vibe for the office, the design team replicated "touch points" from the hotel experience throughout the space, including: arrival, social spaces, food and beverage, meeting and events, guest rooms/workspace, and departure. Lighting was selected to make each space feel more hospitality-like than a typical office would. "Concealed lighting highlights the rich palette of materials while decorative fixtures bring focus to human-scaled elements," Klingensmith says.



Photos: Rafael Gamero Photography

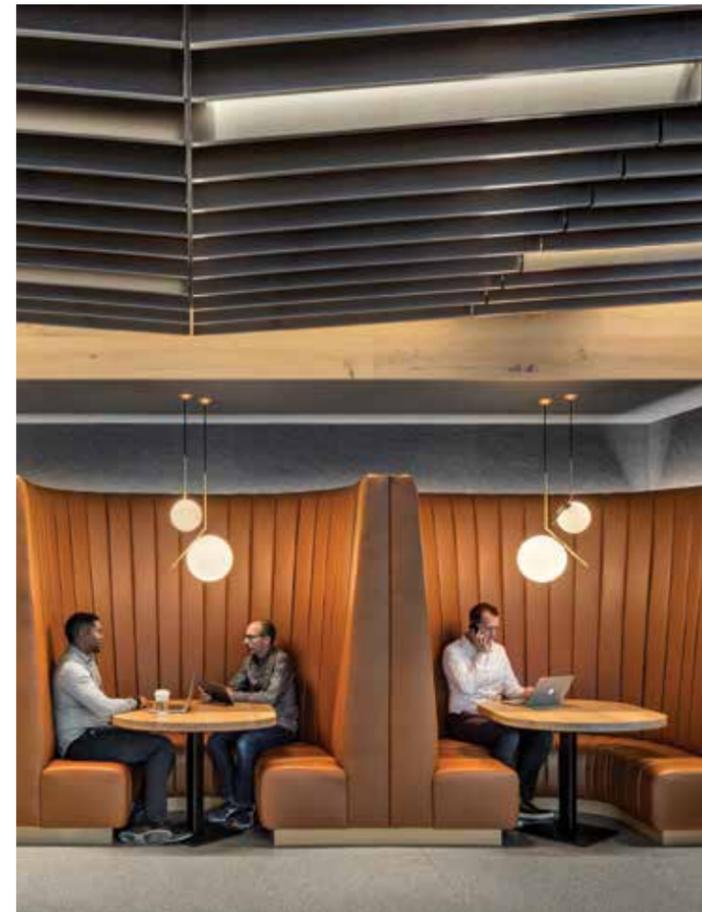
Just like hotel guests, Hyatt employees head to the elevator lobbies upon entry. However, wood-clad walls transform the arrival experience into one that feels more luxurious than professional. Linear *uplights (Luminii) integrated in the baseboard softly illuminate the surfaces with 3000K light.* "The fixtures are concealed and protected by a metal valence, providing a subtle wash of light on the wall paneling in a crisp, unexpected way," Klingensmith says.

Asymmetrically arranged linear indirect LED pendant uplights (Vode), also at 3000K, initiate wayfinding. "The *two long, linear pendants are positioned to form a subtle arrow* that directs visitors to the reception area," Klingensmith says. "The indirect lighting also reveals the warm color of the wood and creates a soft, comfortable environment for the lobbies."



Ever pass through a hotel lounge en route to your room? At the new HQ, the lounge-like **social space** is replicated in two amenity and executive floors that can be used for informal working and collaboration, dining or large company events. Both floors have a custom ceiling system comprised of undulating wood and metal slats, with lighting that provides general illumination and emphasizes the shape and materiality of the structure. "Simple, *linear downlights [Luminii] with frosted, diffusing lenses are mounted in between the various slats* so the light washes down the sides of the slat and reveals their warmth and undulating form."

A custom, tubular-shaped pendant (Lumid) containing a *series of glowing elements anchors the space over the staircase* connecting the two floors. At 22-ft long by 5-ft wide by 5-ft tall, the fixture also provides a sense of scale in the open area.



Like Hyatt guests after a day of sight seeing, company staff can also work up an appetite. For casual **dining spaces**, linear 3000K uplights with a frosted lens are concealed within a cove behind restaurant-style banquettes to graze brick screen-wall dividers above. Ecosense downlights with 30- by 60-deg distribution and a radial louver illuminate nearby wood feature walls. "The *downlights are concealed with a ceiling slot where the wall meets the ceiling,*" Klingensmith says. "They wash the warm-colored walls with light while the louvers and fixture/cove integration prevent glare."

Cove uplights also illuminate collaboration niches—intimate areas containing additional booth seating and tables for small meetings and collaboration. "The backs of the booths are tall and monolithic in color and form," Klingensmith explains. "The cove light behind the booth seating provides a layer of accent light to define the niche zone and accentuate the contrast in color and texture between the seating and acoustical felt panels above." The *booth backs also double as a simple backdrop for pairs of glowing, globe-shaped pendants (FLOS)* that reinforce intimacy above each table. "The pendants are two different sizes and suspended at staggered heights—they're both sculptural and functional," Klingensmith says.



Like hotel rooms, formal **work areas** are standardized, but still allow for flexibility—as an adjoining guest-room setup at a Hyatt property might. Each office floor is divided into smaller “work studios” that accommodate teams of 12-20 people via a blend of enclosed and open-plan spaces with pod-style groups of desks.

*Open-office zones, located around the perimeter of the work floors, are illuminated by simple, small-profile indirect pendants (Finelite) delivering approximately 400 lumens per ft. Core circulation runs through the center of the floors. “The core walls have a dark finish and integrate shelving, lockers and lateral files,” Klingensmith says. “A small slot at the top of the core storage wall conceals a linear, lensed downlight that washes down the face of storage.”*

Areas between the core and perimeter—called “front porches”—provide space for collaboration as well as an entry point to each work-studio cluster. *Direct/indirect tubular pendants (Vode) hang above the tables on each porch.* “The fixtures are configured in various patterns with 90-deg turns and suspended at varying heights to create the appearance of a modern, custom chandelier,” Klingensmith says.



Employees can use a variety of spaces for **meetings and events**, including the boardroom, where integrated accent lights and concealed slots form two major design elements. “The accent light has a 45-deg angled housing concealed along the bottom of the perimeter credenza to create a wash of light on the floor,” Klingensmith says. “This ‘toe kick’ detail makes the credenza appear to float.”

Above the credenza, *a 4-ft wide linear wall-slot fixture, tucked into a pocket where the wall meets the ceiling, lights a feature wall.* “The lens is regressed above the ceiling so the fixture disappears from view and soft, diffuse lighting reveals the marble material,” Klingensmith adds.

Flexibility was key in areas such as the presentation theater. Linear downlights and wall washers



(both by Lumenwerx) provide bright, diffuse lighting for video conferencing, while small cylinder downlights (Gotham) offer focused lighting for dimmed video viewings. “The *downlights are arranged in a U-shaped pattern to relate to the seating configuration* below, and the row of linear wall washers illuminates the white board at the front of the room,” Klingensmith says.

A Lutron Quantum system is used across the new headquarters. “Most architectural fixtures include digitally addressable drivers for flexibility in control zoning as work studios are reconfigured,” Klingensmith says. “The project also features a large number of decorative fixtures, the majority of which are phase-dimmed loads. Managing the decorative fixture types was actually one of our biggest challenges. There are approximately 50 different types of decorative lighting fixtures used on the project, and the ability for the control system to accommodate this variety of load types while maintaining superior dimming performance was critical.”

Open-office areas use a hybrid occupancy and time-clock control sequence informed by draft language for open-office occupancy sensing that was eventually incorporated into IECC-2018. Time-clock functions in the control system determine “working hours” or “after hours” status. During working hours, lights dim to 20% when space is unoccupied. After hours, lights are turned off when the space is vacant. “When the space is occupied, regardless of the working-hours or after-hours status, daylight harvesting dimming is activated,” Klingensmith adds.

Controls contribute to the lighting’s overall energy consumption of just 0.79 watts per sq ft—26% below IECC-2015 allowances. So while guests around the world **depart** hotels proud of opting for “green housekeeping” during their stay, employees can head home from the office each day feeling just the same. ©

#### At A Glance

- The office accommodates 1,100 employees across 10 floors.
- Hyatt is targeting LEED Platinum and WELL Building Standard certifications for the site.
- The project received a 2018 IES Illumination Award of Merit.

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