



## PROJECT SUMMARY

Conversion of an existing basement and a first floor tenant space into a tri-level customer service center for mall operations. A new elevator and bay chute stairwell were added to connect the floors. Improvements included a front lobby with patron lockers and a child play area; central gathering space with decorative wood panel ceiling and designer flooring; family lounge with a kid-friendly restroom and changing stations; mall security with office space; operations center with enclosed offices, training room, telecom and data center; and a state-of-the art conference facility equipped with AV, acoustic wood panel for sound control and a skyfold room separator. MEPs, security equipment and telecom were included as well.

## Customer Service Center

**INDUSTRY:** SHOPPING CENTER

Conversion of an unused tenant space and basement for a mall customer service center

**LOCATION:** San Mateo  
**OWNER:** Bohannon Development Co.  
**ARCHITECT:** ELS Architecture & Urban Design  
**SIZE:** 22,856 SF

## Related Information

**AREAS OF EXPERTISE:**

- Tenant Improvements
- Retail

**OFFICE:**

- Redwood City