

EXPO HOME

SERVICES FOR EXPO VILLAGE,
ACCOMMODATION AND MULTICULTURAL SYSTEMS



NEW YORK • 1964

VANCOUVER • 1986

SEVILLE • 1992

HANNOVER • 2000

SHANGHAI • 2010

MILANO • 2015

ASTANA • 2017

DUBAI • 2020



village
make everywhere home

YOUR HOME AWAY FROM HOME

OUR BRAND EVOKES OUR AMBITION: A NEUTRAL ACCOMMODATION BECOMING A VILLAGE, A NON-PLACE BECOMING HOME, STRANGERS BECOMING COMMUNITY.



EVENT ACCOMMODATION MANAGEMENT

Village is based-on an innovative and unique business model that combines the planning and management of complex accommodation systems with a specific focus on multicultural, relational and educational aspects. This is made possible due to its staff's expert knowledge of community psychology and organizational skills as well as an innovative model of services intended to cater to every participant's needs.

Village has a long-established expertise in hospitality management connected to international events worldwide and in the organization of cultural and educational activities to give more value to the hosting country.

Village creates temporary residential systems, guaranteeing participants the best living experience and facilitating a multicultural cohabitation.

Village has three business divisions: Expo, Sport and Youth.

FIND OUT MORE AT WWW.VILLAGE.PLACE



CONSULTING FOR HOSPITALITY SERVICES



SELECTION AND TRAINING

ARE YOU INVOLVED IN THE ORGANIZATION OF AN EXPO EVENT? VILLAGE CAN SUPPORT YOU!

Village has an extensive know-how of temporary accommodation for international, youth and sport events, with a management model that gives soul to the residential area through its human-centered approach. Thanks to its work with Expo Shanghai 2010, Expo Village at Expo Milano 2015 which was home to 5000 delegates from 130 countries over a 10 month period, and the Expo Village at Expo Astana 2017, **Village** has an extensive understanding of Expo Event features and will help create the best accommodation system for your needs. "Make Everywhere Home" is our slogan and we would like to make this a reality for each and every Expo event.

Your Expo Accommodation Experience with **Village** will let you enjoy a relaxing and modern environment, a vibrant networking plaza, a fully-furnished and equipped office and will be an exciting cultural melting pot opportunity.

As shown by some previous global events (i.e. Olympic Games, sporting events, etc.) inaccurate or inexistent management of accommodation systems create problems and idiosyncrasies that can affect the entire event. Such difficulties might involve problems of public order evolving from complicated co-habitation situations throughout the months, or they might be due to occurrences that create negative perceptions from the outside.

Village's services allow Expo organizers and suppliers to concentrate solely on the Event organization, without worrying about the living accommodation organization, and contribute to the Event's success. Check out our services, discover what **Village** can do for you and feel free to contact us for further information.

CONSULTANCY



REAL ESTATE PLANNING AND DESIGN

Village works with Expo organizers and building construction companies to plan common spaces and apartments to optimize the Expo living experience of guests, by creating efficient service areas with awareness and respect with regard to cultural sensitivity.



DEFINING ACCOMMODATION GOALS AND STRATEGIES

With the Expo-specific theme in mind, Village works together with you to find out how your objectives can be implemented and realized at Expo Village.



ACTIVITIES MONITORING

Village is by your side for the whole process. An event lasting several months needs continuous monitoring and adjustment.



GUIDELINES, PROCEDURES AND SERVICES DEFINITION

Which services are to be provided?
Which are the rules and procedures that allow smooth management of your Expo Village?
Village will help you to define every detail.



BRAND IDENTITY DEFINITION

Expo values and themes will characterize the life of your guest. Your Expo Village will be created to guarantee a unique brand identity in accordance with Expo principles.



INTEGRATED COMMUNICATION ACTIVITIES

Village will study your communication strategy to make your brand recognizable.



LEGACY

How your Expo can represent a long-lasting richness for the hosting City?
Building the infrastructures with their future use already in mind, developing projects that can be useful for the city after the Event, imagining the second life of Expo Pavillons and the Village: leaving a legacy for the future. Village's specialists stand by your side in this challenge.

EVENT ACCOMMODATION MANAGEMENT

SELECTION AND TRAINING



DEFINITION OF COMMON SPACES AND ALLOTMENT

Common spaces host the main services of your village allowing interaction among guests. Careful choices of allotment will be essential to facilitate the management of cultural diversities, typical of Expo events. Village will study the best solutions with your staff.



BUILDING AND FACILITY MANAGEMENT

Village takes care of the building and facility management, including selection and coordination of local suppliers.



RECEPTION AND CONCIERGE SERVICES

Village will select and train a multilingual staff to guarantee a 24/7 service.



INTERCULTURAL MEDIATION

Thanks to the expertise of its specialists, Village will facilitate the cohabitation and interaction among the guests' different cultural and religious habits.



FOOD AND COMMERCIAL SERVICES

An Expo Village is often built with the corresponding Expo as a new construction in the suburbs of the host city. Village finds the best local suppliers to offer all services guests need during their stay.



CULTURAL AND ENTERTAINMENT ACTIVITIES

Village guarantees the privacy of the Delegations but also aims to create an unforgettable cultural and interactive experience through the organization of various activities and entertainment.



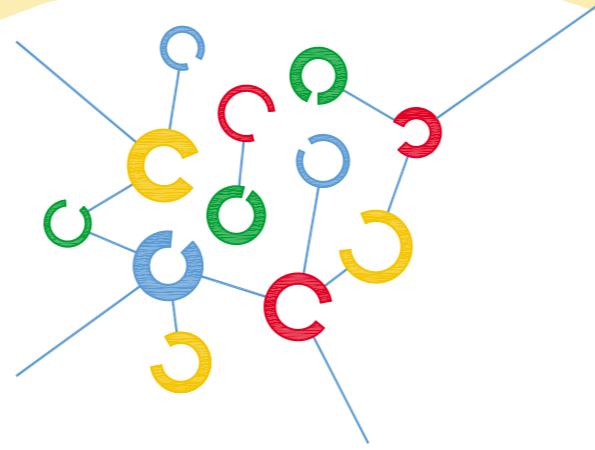
SELECTION

A team of work psychologists can support your recruiting procedures to select international and local staff and volunteers, with special focus on young people.



TRAINING

Extensive training is offered to staff to support them with: problem solving, team building and bonding, conflict resolution, intercultural mediation, working processes, event engagement, stress and crisis management, and customer relationship strategies. The training also aims to help staff design and redesign the organization in each phase of the event.



village

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CONTACT VILLAGE STAFF TO FIND THE BEST SOLUTION
TO MAKE YOUR EXPO VILLAGE AN UNFORGETTABLE EXPERIENCE!

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