



WALDORF ASTORIA HOTEL NEW YORK

Buro Happold's SMART Space team was invited to undertake people flow modelling for the Waldorf Astoria, a 47-storey hotel in New York.

The people movement work undertaken in the hotel included analysis of the hotel lobby level, front desk queues and identification of management required in these areas.

Different scenarios with various proposals for the relocated front desk were analysed to ensure enhancement of the visitor experience with improved circulation routes throughout the hotel.

Peak hour scenarios with about 1500 users moving in and out of the hotel were considered for modelling. Static calculations of the front desk queues gave a clear idea about the length of the queues and the management required to improve visitor experience and comfort.

Dynamic modelling of the entrance and lobby level during peak hour movement of the hotel users helped find the pinch points in the hotel.

Recommendations to improve the comfort level and user experience in the hotel were made based on the modelling results.

CLIENT

Waldorf Astoria Hotel, New York

ARCHITECT

BBG-BBGM

DURATION

July 2011 - Oct 2011

SERVICES PROVIDED BY

BUROHAPPOLD

Crowd flow modelling, fire engineering design risk assessment.