

## Reaching for the Sky in Tenant Satisfaction

### Interview with Skyper's Facility Managers

*Mr. Christen, Mr. Feldmann, you are facility managers and deputy facility managers for SKYPER and its building technology. What are your responsibilities, and how long have you been "on board"?*

**Sascha Christen:**

From climate control to intelligent elevators to office lights with infrared sensors, everything here operates at a very high level. It's quite different from just venting a heater (laughs). I have been with the service provider WISAG since 2010 and have had the privilege of being a facility manager at SKYPER since spring 2023. It's really the "cream of the crop," a fantastic job that people in my field can only dream of.

**Cäsar Feldmann:**

I've been with WISAG even longer, and since 2021, I've been the deputy facility manager at SKYPER, which is the third and certainly the most exciting stage in my career. I've known the building almost since its "birth" in 2005.

*How does one become a facility manager in a skyscraper like SKYPER? What qualifications did you have to meet?*

**Cäsar Feldmann:**

There is no ready-made blueprint for this complex role. Many factors come into play. Our career paths alone are quite different

**Sascha Christen:**

Mr. Feldmann has an academic background, while I come more from the technical field. It complements each other perfectly, and we are continually supported and trained by WISAG. However, one thing unites us despite all the small differences and is essential for our task: a genuine passion for everything related to building technology.

*Do you have a favorite place in SKYPER?*

**Cäsar Feldmann:**

(Looking at his colleague) I think I can answer for both of us with the roof – that's the case for all of us. The view over the Frankfurt skyline is simply breathtaking.

**Sascha Christen:**

Yes, definitely. (Scrolls while smiling at a picture on his phone) And for me, the view from the front courtyard to the skyscraper is an absolute highlight – who has such a workplace!

*Is there an event from your daily life at SKYPER that has stuck with you?*

**Sascha Christen:**

For me, it's practically every day – and in a positive sense. Managing SKYPER as a Smart Building is extremely exciting. And since Ampega, as the owner's representative, works with us on an equal footing, gives us a lot of freedom, and values our expertise, we can get the best for the building.

**Cäsar Feldmann:**

Communication with the tenants, Tectareal as the property manager, and everyone who comes in daily – the human aspect is also beautiful. In this context, I also remember the farewell of an employee, where the team organized such a beautiful goodbye party that she was moved to tears. I think it shows how much everyone here really lives and loves their job.

*Speaking of jobs: Is there anyone's job you envy? Who would you like to switch with for a day?*

**Sascha Christen:**

(Laughs and looks at his colleague) No, there's no one – I can answer that for both of us this time. Our tasks here are far too interesting and diverse for that.