

## **SOFT SERVICES**

### **Course Objectives**

The Facility Manager course is designed for employees and managers who are responsible for the management of buildings in medium to large organisations. Course participants are responsible for supervising a variety of facility service disciplines and have - or are developing - leadership responsibilities.

The main objective of this course is to help you expand your specialised knowledge and skills regarding matters related to facility and building management.

This course will assist you in acquiring the knowledge and skills required to professionalise facility service delivery in your organisation.

As facilities professional, your responsibilities may involve facility service disciplines such as:

Office Services

Security

Space Management

Cleaning Services

Reproduction Services

Building Maintenance

Help Desk Services.

### **Some of the facets that could involve you may include:**

Internal support - Meeting the demand for service delivery (cleaning, catering, technical maintenance, security), workstation requirements (furniture, lighting, etc.) and/or office requirements (personal computer, office supplies, etc.)

External support -Safeguarding the service delivery (supervising contractors)

Management - Creating work schedules, assigning work. Delegation, instruction, co-ordination, supervision, motivation and assessment.

### **Providing good building management**

The combination of your building management duties – be it in-house or externally provided - makes getting the job done quite a challenge. Having a solid understanding of what is involved in providing good building management will ultimately help you to do a better job. This course allows you to expand your practical and theoretical knowledge on a great variety of matters related to facility and building management.

### **Tools and recommendations**

Whether you already have years of experience in facilities management or whether you are just starting out in the field, you need to ensure that you have the right tools available in your toolbox. Determining what these tools are is not always easy. This course will provide you with practical tools and recommendations for getting the job done more effectively.

Developments in building management

Organisations are like modern-day society: they are subject to change and should constantly adapt to new situations. Because companies change so rapidly, it is important for you to keep up-to-date with new developments. You need to keep track of anything that could increase your job efficiency. This course will bring you up to date on some of the developments in, for example, new technologies that have a bearing on facility management.

### **Concepts**

Last but not least, we will review the position of the facility department within an organisation. We will take a close look at concepts such as professional facility management, service delivery, management and supervision.

### **Program Topics**

The following topics will be covered during the course. Please note that the order of the topics could be subject to change.

The Facility Management Discipline  
Facility Services  
Cleaning Services  
Work Environment  
Maintenance Management and Organisation  
Functional Requirements  
Technology  
Space Requirements and Space Utilisation  
Building Management Systems  
Building and Renovating  
Energy and Environment

If you would like more information on topics related to facility management or building management and with which we do not deal during this course, please ask your instructor. If the course schedule allows, your instructor will gladly make time to have a group discussion on the topic in question.