

Getting To Grips With Office Facilities Training

Description

Introduction

Responsibility for office services is often shared and / or given low priority, with the result that efficiency and cost-saving opportunities are lost. This popular course covers all the relevant topics in a day and can be tailored to the very different needs of FM professionals or those without an FM background at all.

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Objectives

Depending on the particular focus required (see ‘Special features’, below), this course will give participants:

- A basic understanding of building services
- Practical guidance on space audits and relocation projects
- Tips on cost-saving opportunities
- Guidelines on supplier contracts
- An appreciation of health and safety requirements
- Advice on dealing with equipment suppliers and other third parties
- An update on fire, security and emergency planning

Course outline

Understanding the building

- Building structure
- Utility services
- Heating, ventilation and air conditioning
- Energy and environmental issues
- Planning maintenance

Managing the space

- What are the functional requirements?
- What are the physical constraints?
- Designing for flexibility
- Ergonomics and choice of furniture
- Understanding plans
- Managing relocation
- Cost-saving opportunities

Managing the equipment

- Computers, cabling, printers, etc
- Telephony
- Photocopiers, fax machines, etc
- Vending machines and kitchen equipment
- Understanding supplier contracts
- Rent or buy decisions and other cost-saving opportunities

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Managing health and safety

- Legal requirements
- Risk assessments
- Accident reporting
- Fire safety

Managing security

- Security policy
- Managing security staff / contractors
- Emergency planning
- Disaster recovery

Managing third-party relationships

- Dealing with landlords and managing agents – know your rights!
- Selecting suppliers for goods and services
- Managing suppliers and contractors

Managing the ‘out of office’ experience

- FM responsibility for homeworkers
- Whose equipment?
- Health and safety issues