



Consulting and Training | Reach New Heights

Course Name

General Services Operations & Facilities Coordination Excellence

Sector Name

Administration and Office Efficiency

Document Type

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General Services Operations & Facilities Coordination Excellence

Course Introduction

General Services and Facilities Management play a vital role in ensuring the efficient operation of organizations by providing safe, functional, and well-coordinated workplace environments. As organizations continue to evolve, General Services professionals are expected to manage a wide range of operational activities, coordinate facility services, optimize resource utilization, support business continuity, and deliver high-quality internal services that enhance organizational performance and employee satisfaction. Excellence in this field requires a combination of operational planning, service coordination, performance management, risk awareness, and continuous improvement.

Designed by **Boost Consulting & Training**, this comprehensive program equips participants with the knowledge, practical methodologies, and best international practices required to manage General Services operations and coordinate facilities effectively. Participants will learn how to optimize service delivery, manage vendors and service contracts, improve workplace operations, strengthen facilities coordination, monitor performance, and implement continuous improvement initiatives that support operational excellence and organizational sustainability.

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General Services Operations & Facilities Coordination Excellence

Target Audience

- ✓ General Services Managers and Supervisors
- ✓ Facilities Management Professionals
- ✓ Administration Managers
- ✓ Office Services Coordinators
- ✓ Operations and Support Services Professionals
- ✓ Professionals responsible for workplace services and facility coordination

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Learning Objectives

- ✓ Understand the strategic role of General Services and Facilities Coordination in organizational performance.
- ✓ Plan and manage General Services operations efficiently.
- ✓ Coordinate facilities and workplace services using best practice approaches.
- ✓ Improve vendor management and service contract performance.
- ✓ Apply operational performance measurement and continuous improvement techniques.
- ✓ Develop sustainable General Services strategies that enhance service quality and operational efficiency.

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General Services Operations & Facilities Coordination Excellence

Course Outline

✓ DAY 1

Foundations of General Services Excellence

Strategic Role of General Services

- ✓ Functions and responsibilities of General Services
- ✓ Supporting organizational operations through service excellence
- ✓ Aligning General Services with business objectives

Facilities Coordination Fundamentals

- ✓ Principles of facilities coordination
- ✓ Managing workplace support services
- ✓ Enhancing workplace functionality and efficiency

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Course Outline

✓ DAY 2

Operational Planning and Service Coordination

Planning General Services Operations

- ✓ Operational planning and resource allocation
- ✓ Scheduling and coordinating daily services
- ✓ Managing service priorities effectively

Workplace Services Management

- ✓ Coordinating administrative and facility support services
- ✓ Managing workplace logistics and office operations
- ✓ Enhancing internal customer satisfaction

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Course Outline

✓ DAY 4

Vendor and Contract Management

Managing External Service Providers

- ✓ Vendor selection and performance management
- ✓ Building productive supplier relationships
- ✓ Monitoring service quality and compliance

Service Contract Administration

- ✓ Contract planning and administration
- ✓ Managing service level expectations
- ✓ Addressing operational issues and service risks

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Course Outline

✓ Day 04

Performance Management and Operational Improvement

Measuring Operational Performance

- ✓ Developing service performance indicators
- ✓ Monitoring operational efficiency
- ✓ Reporting and analyzing service performance

Continuous Improvement

- ✓ Identifying improvement opportunities
- ✓ Optimizing workflows and service delivery
- ✓ Strengthening operational resilience

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Course Outline

✓ DAY 5

Future Workplace Operations and Service Excellence

Emerging Trends in General Services

- ✓ Smart workplace technologies
- ✓ Digital facility management solutions
- ✓ Sustainable workplace operations

Building an Operational Excellence Roadmap

- ✓ Developing long-term General Services strategies
- ✓ Enhancing cross-functional collaboration
- ✓ Creating a culture of continuous service improvement and operational excellence

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General Services Operations & Facilities Coordination Excellence

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Oct. 4, 2027	Oct. 8, 2027	5 days	4250.00 \$	UAE , Dubai
Jan. 4, 2027	Jan. 8, 2027	5 days	5950.00 \$	USA , Los Angeles
May 31, 2027	June 4, 2027	5 days	4250.00 \$	UAE , Abu Dhabi
Dec. 19, 2027	Dec. 23, 2027	5 days	4250.00 \$	Bahrain , Manama

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