



Consulting and Training | Reach New Heights

Course Name

Advanced General Services Management

Sector Name

Administration and Office Efficiency

Document Type

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Advanced General Services Management

Course Introduction

General Services has evolved into a strategic function that directly supports organizational performance by ensuring the efficient delivery of workplace services, facilities coordination, administrative operations, and business support activities. Modern General Services professionals are expected to optimize operational efficiency, manage resources effectively, oversee outsourced services, drive continuous improvement, and contribute to organizational resilience through proactive planning and service excellence. Achieving operational excellence requires a combination of strategic thinking, effective governance, performance management, and the adoption of innovative operational practices.

Designed by **Boost Consulting & Training**, this comprehensive program equips participants with the knowledge, practical methodologies, and best international practices required to lead and optimize General Services operations. Participants will learn how to develop strategic operational plans, enhance service delivery, manage resources and service providers, improve operational performance, strengthen governance, and build future-ready General Services functions that support sustainable organizational success.



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Advanced General Services Management

Target Audience

- ✓ General Services Directors and Managers
- ✓ Administration and Support Services Managers
- ✓ Facilities Management Professionals
- ✓ Operations Managers
- ✓ Office Administration Leaders
- ✓ Professionals responsible for workplace operations and business support services

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Learning Objectives

- ✓ Develop advanced General Services strategies aligned with organizational objectives.
- ✓ Optimize workplace operations and support services using best practice methodologies.
- ✓ Improve operational planning, resource utilization, and service coordination.
- ✓ Measure and enhance General Services performance through data-driven decision-making.
- ✓ Strengthen governance, compliance, and risk management across General Services operations.
- ✓ Develop sustainable improvement initiatives that drive operational excellence and business value.

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Advanced General Services Management

Course Outline

✓ Day 01

Foundations of Advanced General Services Management

Strategic Role of General Services

- ✓ Evolution of General Services in modern organizations
- ✓ Aligning General Services with organizational strategy
- ✓ Creating value through operational excellence

Integrated General Services Framework

- ✓ Core functions and service integration
- ✓ Roles, responsibilities, and accountability
- ✓ Building a customer-focused service culture

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Advanced General Services Management

Course Outline

✓ Day 02

Strategic Planning and Operational Design

Operational Planning

- ✓ Developing General Services operational plans
- ✓ Resource planning and allocation
- ✓ Prioritizing operational initiatives

Service Design and Process Optimization

- ✓ Mapping and improving operational workflows
- ✓ Designing efficient delivery models
- ✓ Standardizing procedures and service levels

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Course Outline

✓ Day 03

Operational Execution and Resource Management

Managing Daily Operations

- ✓ Coordinating workplace services
- ✓ Managing facilities, logistics, and administrative support
- ✓ Ensuring operational continuity

Managing Resources and Service Providers

- ✓ Vendor and contractor coordination
- ✓ Asset and resource optimization
- ✓ Technology-enabled service management

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Course Outline

✓ Day 04

Performance Management and Continuous Improvement

Measuring Operational Performance

- ✓ Developing General Services performance indicators
- ✓ Monitoring operational efficiency and service quality
- ✓ Reporting and analyzing operational results

Continuous Improvement

- ✓ Applying process improvement methodologies
- ✓ Managing operational risks and corrective actions
- ✓ Driving innovation in service delivery

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Course Outline

✓ Day 05

Governance, Strategy & Future Trends

Governance and Operational Resilience

- ✓ Governance frameworks for General Services
- ✓ Compliance, accountability, and risk management
- ✓ Strengthening business continuity and operational resilience

Future of General Services Management

- ✓ Digital transformation and smart workplace technologies
- ✓ Artificial Intelligence in operational management
- ✓ Developing a long-term roadmap for General Services excellence and sustainable organizational performance

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Sept. 6, 2027	Sept. 10, 2027	5 days	4250.00 \$	UAE , Abu Dhabi

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