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Course Name

Excellence in General Services Management

Sector Name

Administration and Office Efficiency

Document Type

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Excellence in General Services Management

Course Introduction

General Services has become a key enabler of organizational efficiency, providing the operational foundation that supports business continuity, employee productivity, and service excellence. Beyond managing day-to-day administrative activities, modern General Services functions are responsible for coordinating workplace operations, facilities, assets, service providers, logistics, and support services while ensuring quality, compliance, and cost effectiveness. Organizations that invest in General Services excellence are better positioned to improve operational performance, optimize resources, enhance employee experience, and achieve sustainable organizational success.

Designed by **Boost Consulting & Training**, this comprehensive program equips participants with the knowledge, practical methodologies, and best international practices required to achieve excellence in General Services management. Participants will learn how to develop effective operational strategies, optimize service delivery, strengthen resource and vendor management, monitor operational performance, implement continuous improvement initiatives, and establish governance practices that support long-term operational excellence and organizational resilience.

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Excellence in General Services Management

Target Audience

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

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Excellence in General Services Management

Learning Objectives

- ✓ Understand the principles of operational excellence in General Services management.
- ✓ Develop effective strategies for managing integrated workplace support services.
- ✓ Improve operational efficiency through structured planning and resource optimization.
- ✓ Apply performance management and continuous improvement methodologies.
- ✓ Strengthen governance, compliance, and risk management within General Services operations.
- ✓ Develop a sustainable roadmap for achieving service excellence and operational resilience.

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Excellence in General Services Management

Course Outline

✓ Day 01

Foundations of General Services Excellence

Understanding Operational Excellence

- ✓ Principles of General Services excellence
- ✓ Strategic contribution of General Services to organizational success
- ✓ Building a service-oriented operational culture

Integrated General Services Management

- ✓ Core General Services functions
- ✓ Coordination across support services
- ✓ Roles, responsibilities, and operational accountability

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Course Outline

✓ Day 02

Strategic Planning and Service Design

Planning General Services Operations

- ✓ Developing operational service plans
- ✓ Resource planning and workload management
- ✓ Aligning services with organizational priorities

Service Design and Operational Efficiency

- ✓ Designing standardized service delivery processes
- ✓ Improving workflow efficiency
- ✓ Establishing service standards and operating procedures

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Course Outline

✓ Day 03

Service Delivery and Operational Management

Managing Daily General Services Operations

- ✓ Coordinating facilities and workplace services
- ✓ Managing logistics and administrative support
- ✓ Ensuring service continuity and responsiveness

Resource and Vendor Management

- ✓ Managing organizational assets and resources
- ✓ Coordinating contractors and service providers
- ✓ Optimizing operational costs and service quality

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Course Outline

✓ Day 04

Performance Management and Continuous Improvement

Measuring Service Performance

- ✓ Developing operational performance indicators
- ✓ Monitoring service quality and customer satisfaction
- ✓ Reporting and evaluating operational performance

Continuous Improvement

- ✓ Identifying operational improvement opportunities
- ✓ Applying problem-solving methodologies
- ✓ Enhancing efficiency through continuous improvement initiatives

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Course Outline

✓ Day 05

Governance, Innovation & Future Excellence

Governance and Risk Management

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

Future of General Services Excellence

- ✓ Smart workplace technologies and digital transformation
- ✓ Artificial Intelligence in support services
- ✓ Developing a strategic roadmap for continuous excellence in General Services management

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Sept. 7, 2026	Sept. 11, 2026	5 days	4250.00 \$	UAE , Abu Dhabi
Dec. 21, 2026	Dec. 25, 2026	5 days	5950.00 \$	USA , Los Angeles
April 18, 2027	April 22, 2027	5 days	4250.00 \$	KSA , Al Khobar
Jan. 4, 2027	Jan. 8, 2027	5 days	4250.00 \$	UAE , Dubai

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