



Consulting and Training | Reach New Heights

Course Name

Best Practices in Administrative & General Services

Sector Name

Administration and Office Efficiency

Document Type

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Best Practices in Administrative & General Services

Course Introduction

Administrative and General Services play a vital role in ensuring that organizations operate efficiently by providing the essential support services that enable core business functions to perform effectively. As organizations continue to evolve, administrative professionals are expected to deliver high-quality services, optimize workplace operations, coordinate facilities and resources, manage service providers, and contribute to organizational agility through efficient planning and continuous improvement. Applying international best practices in Administrative and General Services helps organizations improve productivity, strengthen service quality, optimize operational costs, and enhance employee and stakeholder satisfaction.

Designed by **Boost Consulting & Training**, this comprehensive program equips participants with the knowledge, practical methodologies, and international best practices required to manage Administrative and General Services with greater efficiency and professionalism. Participants will learn how to improve administrative operations, optimize workplace services, strengthen resource coordination, monitor operational performance, implement continuous improvement initiatives, and establish governance practices that support sustainable operational excellence and organizational success.

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Target Audience

- ✓ Administration Managers and Supervisors
- ✓ General Services Managers
- ✓ Office Managers
- ✓ Facilities and Workplace Coordinators
- ✓ Operations and Support Services Professionals
- ✓ Administrative Professionals seeking to enhance operational excellence

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Learning Objectives

- ✓ Understand the best international practices in Administrative and General Services management.
- ✓ Improve the efficiency of administrative operations and workplace support services.
- ✓ Apply structured planning and process optimization techniques.
- ✓ Manage resources, facilities, and service providers effectively.
- ✓ Measure operational performance using key performance indicators.
- ✓ Develop governance and continuous improvement initiatives that enhance service quality and organizational effectiveness.

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Best Practices in Administrative & General Services

Course Outline

✓ Day 01

Foundations of Administrative & General Services Excellence

Understanding Administrative Best Practices

- ✓ Principles of modern administrative management
- ✓ Strategic contribution of Administrative and General Services
- ✓ Building an excellent service culture

Integrated Administrative Operations

- ✓ Core Administrative and General Services functions
- ✓ Coordinating workplace support activities
- ✓ Roles, responsibilities, and operational accountability

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Course Outline

✓ Day 02

Planning and Designing Efficient Services

Operational Planning

- ✓ Developing administrative operational plans
- ✓ Resource planning and workload management
- ✓ Prioritizing service delivery activities

Process Design and Service Optimization

- ✓ Mapping and improving administrative workflows
- ✓ Standardizing operating procedures
- ✓ Improving service efficiency and responsiveness

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Course Outline

✓ Day 03

Managing Administrative Operations

Service Delivery Excellence

- ✓ Coordinating office and workplace operations
- ✓ Managing facilities, logistics, and administrative support
- ✓ Delivering high-quality internal services

Resource and Vendor Management

- ✓ Managing office resources and organizational assets
- ✓ Coordinating contractors and service providers
- ✓ Utilizing digital tools to improve administrative operations

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Course Outline

✓ Day 04

Performance Management and Continuous Improvement

Measuring Administrative Performance

- ✓ Developing operational performance indicators
- ✓ Monitoring service quality and operational efficiency
- ✓ Reporting performance and identifying improvement opportunities

Continuous Improvement

- ✓ Applying process improvement methodologies
- ✓ Managing operational challenges and corrective actions
- ✓ Driving innovation in Administrative and General Services

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Course Outline

✓ Day 05

Governance, Innovation & Future Best Practices

Governance and Operational Excellence

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

Future Trends and Strategic Roadmap

- ✓ Smart workplace technologies
- ✓ Artificial Intelligence in administrative operations
- ✓ Developing a long-term roadmap for Administrative and General Services excellence

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Oct. 4, 2027	Oct. 8, 2027	5 days	4250.00 \$	UAE , Abu Dhabi

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