

## **‘Understanding FM Support Services Operations’**

**Tuesday 24 & Wednesday 25 October 2017**

**Halifax Hall Hotel, The University of Sheffield**

**£495 or £585 with dinner & accommodation + VAT CUBO Members rate**

**£594 or £727 with dinner & accommodation+ VAT General rate**

### **Why Should You Attend**

There comes a time when you might feel that painting on a wider facilities management canvas creates a brighter picture for your facilities management career. This seminar will challenge your thinking and suggest ways of broadening your professional horizons.

### **Who Should Attend**

This seminar is aimed at facilities management staff who are looking to gain an internally recognized professional qualification in both soft and hard aspects of HE facilities management services.

### **Presenter: David Morris FFA, FBIFM, MInstD, FInstLM**

This workshop will be delivered by David Morris FFA, FBIFM, MInstD, FInstLM. David is currently the BIFM Programme Director at the Xenon Group, a world class FM training provider delivering FM tuition around the world.

Over the years, David has led and developed multi-million PFI contracts, outsourced large corporate FM operations such as AT&T UK & Ireland and Xerox, and has considerable FM operations director experience both as a client and an FM service provider.

As Xenon’s consultancy director, David has mediated between large FM organisations to resolve operational issues and has advised several organisations as to whether to outsource FM operations.

David was the first Chairman of the BIFM North Region and has spoken on FM topics at many BIFM events. As a visiting lecturer, David spent 5 years delivering contract management workshops at Sheffield Hallam university on the FM MBA/MSc course.

An engaging and sometimes challenging speaker, it has been suggested that David was the first FM on the Ark whilst being somewhat surgical in his dissection of FM challenges.

## Programme

### Day1

- Service delivery options – the cost effectiveness of a range of delivery options and how to make the decision
- Identifying customer needs and measuring customer satisfaction

### Day 2

- Monitoring contractors and the role of the FM in ensuring that contractors are compliant with Health & Safety
- Setting and managing budgets and managing budget variance
- The Assignment (whilst optional, is included in the price for those delegates who want to gain accreditation for the unit from BIFM)

## How Do We Book On This Course?

To register your interest, please contact Lynn Kenny at University Hospitality Seminars on 0114 222 8983/28907 or email [information@universityhospitality.co.uk](mailto:information@universityhospitality.co.uk)

## The venue

This training event will be held at Halifax Hall Hotel, University of Sheffield, Endcliffe Vale Road, Sheffield S10 3ER. Further information about the venue can be found at:

<http://www.halifaxhall.co.uk>

## Car Parking

There should be ample free car parking available at Halifax Hall Hotel, when you find a space, please place a car parking permit in your windscreen, which will be emailed with the joining instructions. However, should you fail to find a space, you may park in any Category R car park on the Endcliffe site, but you will need to collect a car parking permit from the reception at Halifax Hall Hotel and display in your windscreen.

## The Timings

Registration will be from 9.00 am on day 1 and the training session will start at 9.30 am and finish at 4.30 pm on both days.