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ADMINISTRATION AND SECRETARIAL | AS-027

Facilities and Office Services Coordination

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Course content

Why Attend

Clean, safe, well-equipped and efficiently run workplaces do not happen by accident. Behind them are administrative and facilities coordinators who manage maintenance requests, contractors, space, equipment, security, supplies and moves, while keeping costs under control and employees satisfied.

This Facilities and Office Services Coordination training course provides practical skills for coordinating the services that keep offices working. Participants learn how to plan and schedule maintenance, manage service contracts and suppliers, coordinate space and moves, support health, safety and security requirements, and handle employee requests efficiently.

Course Methodology

• Participants learn through practical case studies, planning exercises, contract and service level reviews and group problem-solving. Real workplace scenarios such as an office move, a supplier failure and an emergency evacuation are used to develop coordination skills.

Course Objectives

• Describe the scope of facilities and office services in modern organisations

• Manage maintenance requests and planned maintenance schedules

• Coordinate cleaning, security, catering and other outsourced services

• Monitor supplier performance using service level agreements

• Plan office space, layouts and moves with minimal disruption

• Support workplace health, safety, fire and security arrangements

Target Audience

• Facilities coordinators and officers

• Office managers and administrators

• Building and site administrators

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Course content

- Procurement staff managing service contracts

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Course outline

Detailed course outline

Day-by-day outline for Facilities and Office Services Coordination.

Day 1 - Introduction to Office Services

• 09:00-09:30 | Scope of Facilities and Office Services: Hard and soft services

• 09:30-10:00 | The Coordinator's Role: Responsibilities and key relationships

• 10:00-10:30 | Understanding Workplace Users: Needs and expectations

• 10:30-11:00 | Service Delivery Models: In-house, outsourced and integrated services

• 11:00-11:30 | Coffee break

• 11:30-12:00 | Help Desk and Request Management: Logging, prioritising and tracking

• 12:00-13:00 | Communicating with Building Users

• 13:00-14:00 | Case Study: Reviewing service problems in a busy office building

Day 2 - Maintenance and Building Operations

• 09:00-09:30 | Reactive and Planned Maintenance: Balancing priorities

• 09:30-10:00 | Maintenance Schedules: Equipment, systems and statutory inspections

• 10:00-10:30 | Working with Contractors: Permits, supervision and quality checks

• 10:30-11:00 | Asset and Equipment Registers: Keeping accurate records

• 11:00-11:30 | Coffee break

• 11:30-12:00 | Utilities and Energy: Monitoring consumption and reducing waste

• 12:00-13:00 | Building Systems Awareness: Lighting, heating, cooling and access

• 13:00-14:00 | Practical Exercise: Building a planned maintenance calendar

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Day 3 - Suppliers and Service Contracts

- 09:00-09:34 | Specifying Services: Clear scopes for cleaning, security and catering
- 09:34-10:08 | Service Level Agreements and Key Performance Indicators
- 10:08-10:42 | Supplier Meetings and Performance Reviews
- 10:42-11:00 | Handling Poor Performance: Escalation and corrective actions
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Handling Poor Performance: Escalation and corrective actions (continued)
- 11:46-12:20 | Contract Renewals and Tendering Basics
- 12:20-12:53 | Cost Control: Monitoring invoices and avoiding overspend
- 12:53-14:00 | Workshop: Drafting service levels for a cleaning contract

Day 4 - Space, Moves and Workplace Change

- 09:00-09:30 | Space Planning Basics: Occupancy, layouts and flexible working
- 09:30-10:00 | Desk Booking and Hybrid Workplace Arrangements
- 10:00-10:30 | Planning an Office Move: Timelines, responsibilities and communication
- 10:30-11:00 | Furniture, IT and Equipment Coordination
- 11:00-11:30 | Coffee break
- 11:30-12:00 | Minimising Disruption During Works and Relocations
- 12:00-13:00 | Accessibility and Inclusive Workplace Design
- 13:00-14:00 | Practical Exercise: Developing an office move plan

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Day 5 - Safety, Security and Sustainability

- 09:00-09:34 | Workplace Health and Safety Responsibilities for Coordinators
- 09:34-10:08 | Fire Safety and Evacuation Arrangements
- 10:08-10:42 | Physical Security: Access control, visitors and keys
- 10:42-11:00 | Business Continuity: Responding to building incidents
- 11:00-11:30 | Coffee break
- 11:30-12:19 | Business Continuity: Responding to building incidents (continued)
- 12:19-12:53 | Sustainability in Office Services: Waste, recycling and green procurement
- 12:53-13:27 | Facilities Reporting: Indicators for management
- 13:27-14:00 | Action Plan: Improving office services in participants' workplaces

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Seminar dates

Available seminar dates

Live dates and pricing for Facilities and Office Services Coordination generated from the course details page.

Date	Location	Format	Fee
7 - 11 December 2026	London	Classroom	**€2,915**
14 - 18 December 2026	Barcelona	Classroom	**€2,275**
21 - 25 December 2026	Frankfurt	Classroom	**€2,175**
25 - 29 January 2027	London	Classroom	**€2,915**
4 - 8 January 2027	Barcelona	Classroom	**€2,275**
11 - 15 January 2027	Frankfurt	Classroom	**€2,175**
18 - 22 January 2027	Rome	Classroom	**€2,830**
1 - 5 February 2027	London	Classroom	**€2,915**
8 - 12 February 2027	Barcelona	Classroom	**€2,275**
15 - 19 February 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

Available seminar dates

Live dates and pricing for Facilities and Office Services Coordination generated from the course details page.

Date	Location	Format	Fee
22 - 26 February 2027	Vienna	Classroom	**€3,425**
8 - 12 March 2027	London	Classroom	**€2,915**
15 - 19 March 2027	Barcelona	Classroom	**€2,275**
22 - 26 March 2027	Frankfurt	Classroom	**€2,175**
1 - 5 March 2027	Amsterdam	Classroom	**€3,215**
19 - 23 April 2027	London	Classroom	**€2,915**
26 - 30 April 2027	Barcelona	Classroom	**€2,275**
5 - 9 April 2027	Frankfurt	Classroom	**€2,175**
12 - 16 April 2027	Cape Town	Classroom	**€1,825**
24 - 28 May 2027	London	Classroom	**€2,915**

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Seminar dates

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Live dates and pricing for Facilities and Office Services Coordination generated from the course details page.

Date	Location	Format	Fee
3 - 7 May 2027	Barcelona	Classroom	**€2,275**
10 - 14 May 2027	Frankfurt	Classroom	**€2,175**
17 - 21 May 2027	Dubai	Classroom	**€2,845**
7 - 11 June 2027	London	Classroom	**€2,915**
14 - 18 June 2027	Barcelona	Classroom	**€2,275**
21 - 25 June 2027	Frankfurt	Classroom	**€2,175**
12 - 16 July 2027	London	Classroom	**€2,915**
19 - 23 July 2027	Barcelona	Classroom	**€2,275**
26 - 30 July 2027	Frankfurt	Classroom	**€2,175**
5 - 9 July 2027	Istanbul	Classroom	**€2,825**

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Seminar dates

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Live dates and pricing for Facilities and Office Services Coordination generated from the course details page.

Date	Location	Format	Fee
16 - 20 August 2027	London	Classroom	**€2,915**
23 - 27 August 2027	Barcelona	Classroom	**€2,275**
2 - 6 August 2027	Frankfurt	Classroom	**€2,175**
9 - 13 August 2027	Kuala lumpur	Classroom	**€2,425**
6 - 10 September 2027	London	Classroom	**€2,915**
13 - 17 September 2027	Barcelona	Classroom	**€2,275**
20 - 24 September 2027	Frankfurt	Classroom	**€2,175**
4 - 8 October 2027	London	Classroom	**€2,915**
11 - 15 October 2027	Barcelona	Classroom	**€2,275**
18 - 22 October 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

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Live dates and pricing for Facilities and Office Services Coordination generated from the course details page.

Date	Location	Format	Fee
25 - 29 October 2027	Munich	Classroom	**€2,425**
8 - 12 November 2027	London	Classroom	**€2,915**
15 - 19 November 2027	Barcelona	Classroom	**€2,275**
22 - 26 November 2027	Frankfurt	Classroom	**€2,175**
1 - 5 November 2027	Paris	Classroom	**€2,810**
20 - 24 December 2027	London	Classroom	**€2,915**
27 - 31 December 2027	Barcelona	Classroom	**€2,275**
6 - 10 December 2027	Frankfurt	Classroom	**€2,175**
13 - 17 December 2027	Rome	Classroom	**€2,830**
7 - 11 December 2026	Online / Live	Online / Live	**€1,625**

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Seminar dates

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Live dates and pricing for Facilities and Office Services Coordination generated from the course details page.

Date	Location	Format	Fee
14 - 18 December 2026	Online / Live	Online / Live	**€1,625**
21 - 25 December 2026	Online / Live	Online / Live	**€1,625**
25 - 29 January 2027	Online / Live	Online / Live	**€1,625**
4 - 8 January 2027	Online / Live	Online / Live	**€1,625**
11 - 15 January 2027	Online / Live	Online / Live	**€1,625**
18 - 22 January 2027	Online / Live	Online / Live	**€1,625**
1 - 5 February 2027	Online / Live	Online / Live	**€1,625**
8 - 12 February 2027	Online / Live	Online / Live	**€1,625**
15 - 19 February 2027	Online / Live	Online / Live	**€1,625**
22 - 26 February 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
8 - 12 March 2027	Online / Live	Online / Live	**€1,625**
15 - 19 March 2027	Online / Live	Online / Live	**€1,625**
22 - 26 March 2027	Online / Live	Online / Live	**€1,625**
1 - 5 March 2027	Online / Live	Online / Live	**€1,625**
19 - 23 April 2027	Online / Live	Online / Live	**€1,625**
26 - 30 April 2027	Online / Live	Online / Live	**€1,625**
5 - 9 April 2027	Online / Live	Online / Live	**€1,625**
12 - 16 April 2027	Online / Live	Online / Live	**€1,625**
24 - 28 May 2027	Online / Live	Online / Live	**€1,625**
3 - 7 May 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
10 - 14 May 2027	Online / Live	Online / Live	**€1,625**
17 - 21 May 2027	Online / Live	Online / Live	**€1,625**
7 - 11 June 2027	Online / Live	Online / Live	**€1,625**
14 - 18 June 2027	Online / Live	Online / Live	**€1,625**
21 - 25 June 2027	Online / Live	Online / Live	**€1,625**
12 - 16 July 2027	Online / Live	Online / Live	**€1,625**
19 - 23 July 2027	Online / Live	Online / Live	**€1,625**
26 - 30 July 2027	Online / Live	Online / Live	**€1,625**
5 - 9 July 2027	Online / Live	Online / Live	**€1,625**
16 - 20 August 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
23 - 27 August 2027	Online / Live	Online / Live	**€1,625**
2 - 6 August 2027	Online / Live	Online / Live	**€1,625**
9 - 13 August 2027	Online / Live	Online / Live	**€1,625**
6 - 10 September 2027	Online / Live	Online / Live	**€1,625**
13 - 17 September 2027	Online / Live	Online / Live	**€1,625**
20 - 24 September 2027	Online / Live	Online / Live	**€1,625**
4 - 8 October 2027	Online / Live	Online / Live	**€1,625**
11 - 15 October 2027	Online / Live	Online / Live	**€1,625**
18 - 22 October 2027	Online / Live	Online / Live	**€1,625**
25 - 29 October 2027	Online / Live	Online / Live	**€1,625**

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8 - 12 November 2027	Online / Live	Online / Live	**€1,625**
15 - 19 November 2027	Online / Live	Online / Live	**€1,625**
22 - 26 November 2027	Online / Live	Online / Live	**€1,625**
1 - 5 November 2027	Online / Live	Online / Live	**€1,625**
20 - 24 December 2027	Online / Live	Online / Live	**€1,625**
27 - 31 December 2027	Online / Live	Online / Live	**€1,625**
6 - 10 December 2027	Online / Live	Online / Live	**€1,625**
13 - 17 December 2027	Online / Live	Online / Live	**€1,625**