

SERVICE STANDARDS

[name of facility management department] would like to remind you of the current service standards and implement some new standards that should enable us to provide better service to you, our customer. Should you have any questions, suggestions or comments, please contact the service desk at [telephone number].

Service Requests

Please refer all facility-related service requests to the service desk. The service desk will manage these requests, and will keep you informed of their status and expected timeframe of completion. Examples of such requests are:

- Maintenance and repair of furniture, copiers, coffeemachine and cabinets
- Additional cleaning requirements or complaints related to cleaning
- Internal moves of people and/or furniture
- etcetera

Office Supplies

Office supplies are to be ordered by completing the request form that is available via the intranet. Please forward the completed form to the service desk. They will manage the ordering and distribution. If you need to order special supplies that are not part of the normal inventory, please also inform the service desk via e-mail so as to minimize the time between ordering and delivery.

Each Thursday between 14:00 and 14:30 hrs, ordered office supplies can be picked up at the service desk. Only in urgent instances can supplies be collected outside of these hours.

Cleaning

Five evenings per week, the janitorial company cleans all floors including offices and conference rooms. Janitors will also collect the dishes and put these in the dishwashers. For security reasons, cleaning staff is not allowed to enter locked offices. In addition, cleaning staff is instructed not to move items on your desks or cabinets. Therefore, please unlock your office and remove all items from your desk and cabinet surfaces if you want these cleaned. Please inform the service desk if you cannot keep your office unlocked for the night, but would like to have it cleaned. The service desk representative will then discuss alternative solutions with you.

Should cleaning not have been performed in a satisfactory manner, please inform the service desk via e-mail. The service desk representative will then contact management of the janitorial company to discuss the complaint.

Working outside of office hours

All work on weekends, and on weekdays between 21:00 and 07:00 hours, is defined as after-hour work. Should you need to be in the building during the above timeframes, please contact the service desk in advance and they will take the appropriate steps to allow you to do so. At that time, please provide the following information:

1. Your name
2. Time of arrival at the building

3. Time of departure

A security guard will be present at the communicated times to provide access to the building (on weekends) and to enable the alarm after you leave.

Safety and Security

Safety and Security is everyone's business! Please report any unsafe conditions in your work environment to the Facility Manager. Also, we ask that you comply with [company name's] clean desk policy. This means that all (confidential or otherwise important) documents should be filed and locked in a cabinet when you leave the office.

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