Management & leadership · ML306

Facility and Office Services Coordination: Best Practices

Kuala Lumpur · 21 - 25 Dec 2026

Date	Venue	Duration
21 - 25 Dec 2026	**Kuala Lumpur**	**1 Week**
Fee	Ref	Language
£5,000 GBP	**ML306**	**English**

Introduction

In today's fast-paced and competitive business environment, the efficient management of facility and office services is critical to organisational success. Facilities coordination is no longer limited to just maintenance and space allocation; it now encompasses a wide range of services that directly influence employee satisfaction, operational efficiency, cost control, and sustainability initiatives.

This course is designed to equip facility coordinators, office managers, and administrative professionals with the essential skills and best practices needed to manage modern workplaces effectively. Participants will explore strategic and operational aspects of facilities and office services management, including space planning, vendor management, office relocations, health and safety compliance, sustainability initiatives, and service excellence models.

Through a combination of real-world case studies, interactive discussions, and hands-on activities, attendees will learn how to implement efficient systems, develop proactive maintenance strategies, manage resources effectively, and enhance the overall work environment. The programme emphasises both the technical and interpersonal skills required for successful coordination, ensuring that participants can foster collaboration, drive continuous improvement, and align facility operations with organisational goals.

Course Objectives of Facility and Office Services Coordination: Best Practices

Upon completing this programme, participants will be able to:

- Understand the strategic importance of facility and office services management.
- Apply best practices in facility coordination, including preventive maintenance, space planning, and vendor relations.
- Enhance workplace efficiency and employee satisfaction through optimised office services.
- Develop and implement effective office policies, procedures, and service standards.
- Manage service contracts, budgets, and facility projects with greater confidence.

- Promote a culture of safety, sustainability, and service excellence within the organisation.
- Utilise technology and tools for improved facilities management and reporting.
- Handle office moves, expansions, and renovations with minimal disruption.

Course Methodology of Facility and Office Services Coordination: Best Practices

- Lectures and Expert Insights: Leading industry experts will share their insights and best practices.
- Case Studies: Analyse real-world talent acquisition challenges and solutions.
- Group Discussions: Engage in meaningful discussions and share experiences with peers.
- Role-Playing and Simulations: Practice recruitment scenarios to enhance skills.
- Hands-on Workshops: Gain practical experience in using recruitment tools and techniques.

Organisational Impact of Facility and Office Services Coordination: Best Practices

This training programme will have a positive impact on organisations by:

- Improved operational efficiency and reduced operational costs.
- Higher employee satisfaction and retention due to a better work environment.
- Enhanced compliance with safety, health, and environmental regulations.
- More effective space utilisation and management of physical assets.
- Stronger vendor relationships and optimised service delivery.
- Readiness for growth, change, and emergencies with agile facility operations.
- Contribution toward corporate sustainability goals through smarter resource use.

Personal Impact of Facility and Office Services Coordination: Best Practices

Participants will experience personal growth and development, including:

- Enhanced career prospects in facility management and office administration.
- Practical skills to lead initiatives that improve workplace services and environments.
- Confidence in managing complex facility projects and service contracts.
- A deeper understanding of emerging trends and technologies in facility services.
- Improved communication, negotiation, and problem-solving skills.
- Professional recognition as a vital contributor to organisational success.

Who Should Attend

This training programme is ideal for:

- Facilities coordinators and managers
- Office managers and administrative professionals
- Operations and services supervisors
- HR personnel involved in workplace services
- Administrative assistants aiming to expand their responsibilities
- Anyone responsible for managing office spaces, services, and logistics

Course Outlines

Day 1

Foundations of Facility and Office Services Management

- Introduction to Facilities Management: Roles and Responsibilities
- Office Services Overview: Scope and Strategic Importance
- Facility Management and Business Alignment
- Key Elements of Effective Service Coordination
- Stakeholder Communication and Collaboration
- Aligning Facility Services with Organisational Strategy

Day 2

Operational Best Practices in Facility Coordination

- Space Planning and Office Layout Optimisation
- Preventive and Reactive Maintenance Planning
- Managing Office Supplies and Inventory Systems
- Reception, Mailroom, and Hospitality Services Management
- Vendor and Contractor Management: Selection, Contracts, and SLAs
- Developing a Preventive Maintenance Schedule

Day 3

Health, Safety, Sustainability, and Compliance

- Occupational Health and Safety Essentials for Office Environments
- Facility Emergency Planning and Crisis Management
- Environmental Sustainability in Facilities Operations
- Legal and Regulatory Compliance (Health Codes, Accessibility, etc.)
- Risk Assessment and Mitigation Strategies
- Creating a Workplace Safety Action Plan

Day 4

Project Management for Facility and Office Services

- Planning and Managing Office Relocations and Renovations
- Budgeting for Facility Services and Cost Control Measures
- Managing Small and Large-scale Facilities Projects
- Technology in Facilities Management (CAFMS, Smart Buildings)
- Key Metrics and Reporting for Facility Services
- Managing an Office Expansion Project

Day 5

Service Excellence and Future Trends

- Building a Culture of Service Excellence in Facility Management
- Handling Complaints and Service Recovery Techniques
- Innovation and Emerging Trends in Facility and Office Services
- Leadership Skills for Facilities Coordinators
- Personal Action Plan: Setting Goals for Service Improvement
- Designing a Facilities Improvement Initiative

Register or ask about this course online

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training@hplustraining.com · +44 74 0108 8599 · +90 539 827 59 14