



*Training Course:  
General Services and Facilities Management*

*19 - 23 July 2027  
Milan (Italy)*

## Training Course: General Services and Facilities Management

Training Course code: MA12357 From: 19 - 23 July 2027 Venue: Milan (Italy) - Training Course Fees: 5775 € Euro

### Introduction

General Services and Facilities Management play a critical role in ensuring the smooth operation, safety, and efficiency of organizational environments. From managing physical assets and infrastructure to overseeing support services, this function directly impacts productivity, cost control, and service quality.

This program, developed by [Global Horizon Training Center](#), provides participants with a comprehensive understanding of how to manage facilities and general services effectively. It covers key areas such as operations, maintenance, service delivery, contract management, and resource optimization, enabling participants to enhance performance and support organizational objectives.

### Course Objectives

By the end of this program, participants will be able to:

- Understand the fundamentals of general services and facilities management
- Manage facility operations and support services efficiently
- Apply best practices in maintenance and asset management
- Oversee service providers and outsourced functions
- Develop and implement service delivery strategies
- Optimize resource utilization and cost control
- Ensure compliance with health, safety, and regulatory standards
- Improve workplace efficiency and service quality

### Target Audience

This program is designed for:

- Facility Managers and Supervisors
- General Services and Operations Managers
- Maintenance and Asset Management Professionals
- Procurement and Contract Management Staff
- Engineers and Technical Personnel
- HSE and Compliance Officers
- Professionals involved in workplace and service management

## Outline

### Day 1: Foundations of General Services and Facilities Management

- Introduction to Facilities and General Services Management
- Roles and Responsibilities of FM and General Services Teams
- Hard vs. Soft Services Overview
- Facility Operations and Service Scope
- Challenges and Risks in Facility Management
- Workplace Efficiency and Service Quality

### Day 2: Facility Operations and Service Delivery

- Managing Daily Facility Operations
- Service Delivery Models and Best Practices
- Managing Support Services Cleaning, Security, Catering, etc.
- Vendor and Contractor Management
- Service Level Agreements SLAs and KPIs
- Monitoring and Evaluating Service Performance

### Day 3: Maintenance and Asset Management

- Maintenance Management Strategies Preventive, Corrective, Predictive
- Asset Lifecycle Management
- Planning and Scheduling Maintenance Activities
- Managing Facility Infrastructure and Equipment
- Risk Management in Maintenance Operations
- Improving Reliability and Performance

### Day 4: Contract and Resource Management

- Procurement and Contract Management in FM
- Outsourcing Strategies and Vendor Selection
- Budgeting and Cost Control in Facilities Management
- Resource Optimization and Efficiency
- Legal and Compliance Considerations
- Managing Contractor Performance

### Day 5: Health, Safety, Sustainability, and Continuous Improvement

- Health, Safety, and Environmental HSE Practices
- Workplace Safety and Risk Prevention
- Sustainability and Green Facilities Management
- Continuous Improvement and Innovation in FM
- Digital Tools and Smart Facilities
- Developing Action Plans for Operational Excellence

## Registration form on the Training Course: General Services and Facilities Management

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
Position: .....  
Telephone / Mobile: .....  
Personal E-Mail: .....  
Official E-Mail: .....

### Company Information

Company Name: .....  
Address: .....  
City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
Position: .....  
Telephone / Mobile: .....  
Personal E-Mail: .....  
Official E-Mail: .....

### Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
- ☐ Please invoice me
- ☐ Please invoice my company

### Easy Ways To Register

Telephone:  
+201095004484 to  
provisionally reserve your  
place.

Fax your completed  
registration  
form to: +20233379764

E-mail to us :  
info@gh4t.com  
or training@gh4t.com

Complete & return the  
booking form with cheque  
to: Global Horizon  
3 Oudai street, Aldouki,  
Giza, Giza Governorate,  
Egypt.