

Facilities Management Professional Training Course

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Overview

Commercial real estate portfolios require disciplined engineering governance, strategic vendor oversight, and optimized interior environments. The Facilities Management Professional Training Course provides experienced estate coordinators and plant supervisors with advanced competencies to manage commercial premises, HVAC mechanical infrastructure, floorplate utilization, and outsourced service contracts. Rather than focusing on industrial occupational safety, this two-week curriculum emphasizes life-cycle asset stewardship, tenant retention, central chiller and air handling performance, service level agreement enforcement, and commercial leasing administration. This course is delivered by Agile Leaders Training Center.

Who Should Attend

- Commercial property managers overseeing office towers, corporate campuses, and retail complexes.
- Estates supervisors responsible for tenant relations, lease covenants, and physical plant reliability.
- Mechanical, electrical, and plumbing supervisors directing scheduled service contracts and plant rooms.
- Space planning analysts coordinating corporate churn rates, interior fit-outs, and agile seating layouts.
- Procurement and commercial contract officers negotiating multi-vendor facility agreements.

Departments and Industries

This program supports technical and administrative teams across non-industrial built assets and service portfolios.

- Corporate Real Estate and Property Administration Units
- Commercial Office Parks and High-Rise Tower Operations
- University Campus Estates and Institutional Facilities Divisions
- Hospitality Properties, Shopping Malls, and Retail Portfolios
- Central Plant Utilities and Commercial Engineering Services

Learning Objectives

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

- Direct strategic commercial real estate operations to maximize asset durability and occupant satisfaction.
- Supervise central plant HVAC installations, variable refrigerant flow units, and indoor climate conditions.
- Formulate performance-based contracts and evaluate vendor service level agreements with clarity.
- Deploy computer-aided facility tools to track equipment inventories and work request life cycles.
- Organize office space allocations to balance occupant density with productive workplace design.
- Structure operating expenditure and capital expenditure budgets tailored to commercial asset renewal.
- Coordinate interior office churn, workstation moves, and tenant fit-out projects seamlessly.
- Execute utility conservation initiatives across electricity tariffs, chiller efficiency, and water circuits.

Course Agenda

Day 1: Strategic Real Estate and Asset Administration

- Aligning commercial property support services with core corporate objectives
- Establishing governance matrices for property owners, managing agents, and tenants
- Developing balance scorecards for estate operations and tenant services
- Conducting condition surveys across architectural finishes and substructures
- Portfolio benchmarking for occupancy costs per square metre
- Structuring long-term physical plant replacement reserves

Day 2: Mechanical, Electrical, and Chilled Water Plants

- Central chiller plant configurations, cooling towers, and condenser loops
- Air handling units, variable air volume boxes, and indoor air distribution
- Secondary power infrastructure, backup diesel generators, and distribution boards
- Domestic water booster sets, drainage networks, and sanitary plumbing checks
- Evaluating acoustic attenuation and structural vibration dampening
- Establishing scheduled plant room inspection rounds and shift logs

Day 3: Building Automation and Controls

- Architecture of modern building automation networks and direct digital controllers
- Sensor calibration for carbon dioxide, static pressure, and relative humidity
- Automated alarm management, priority routing, and trouble-ticket escalations
- Smart submetering for electrical sub-boards and tenancy energy allocation
- Balancing thermal comfort against central heating and cooling consumption
- Cybersecurity hygiene for automated control networks and physical access controllers

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Day 4: Service Level Agreements and Vendor Procurement

- Scoping commercial specifications for janitorial, landscaping, and security services
- Drafting request for proposal dossiers and commercial tender scorecards
- Structuring performance-based service level agreements with financial deductions
- Contractor onboarding, site work permits, and access control authorizations
- Conducting quarterly vendor performance reviews and contractual renegotiations
- Resolving commercial disputes with outsourced service providers

Day 5: Real Estate Leases and Tenant Coordination

- Interpreting full repairing and insuring covenants within commercial lease terms
- Managing common area maintenance charges, reconciliations, and tenant invoicing
- Processing tenant fit-out submissions, architectural guidelines, and alteration approvals
- Supervising site handovers, defect liability inspections, and dilapidation claims
- Establishing tenant liaison committees and service satisfaction scorecards
- Conducting periodic boundary checks and common-property rights inspections

Day 6: Property Financial Management and Capital Planning

- Differentiating operational expenditures from long-term capital investments
- Zero-based budgeting models for multi-tenant commercial assets
- Calculating whole-life cycle cost projections for mechanical assets
- Tracking utility expenditures, variance analysis, and monthly budget revisions
- Financial appraisal methods for energy performance improvement projects
- Auditing contractor payment certificates and milestone valuations

Day 7: Space Planning, Density, and Churn Management

- Evaluating floorplate efficiency ratios, net internal areas, and core factors
- Implementing activity-based working layouts and dynamic desk-sharing ratios
- Analyzing churn rates and calculating direct disruption expenses
- Planning corporate relocation logistics, phased moves, and employee communications
- Utilizing computer-aided space planning software for architectural layout adjustments
- Managing furniture, fixtures, and equipment specifications and inventories

Day 8: Fit-Out Project Management and Site Refurbishment

- Procuring architectural design teams, MEP consultants, and main fit-out contractors
- Establishing baseline schedules, Gantt charts, and critical path milestones
- Managing noisy works, contractor access windows, and site protection measures
- Coordinating building control approvals, fire strategy sign-offs, and as-built records
- Conducting interim inspections, snagging lists, and sectional completion reviews
- Financial closeout, final account settlements, and release of retention funds

Day 9: Utility Efficiency and Resource Conservation

- Auditing power consumption patterns across baseload and peak demand intervals
- Optimizing chiller sequencing, chilled water temperature resets, and night purging
- LED lighting retrofits, daylight harvesting sensors, and automated switching
- Greywater recycling installations, rainwater recovery, and sanitary fixture flow rates
- Waste stream diversion, commercial recycling programs, and tenant waste audits
- Evaluating solar photovoltaic installations and roof-mounted clean energy options

Day 10: Digital Estate Tools and Information Platforms

- Selecting and configuring computer-aided facility administration platforms
- Asset tagging via QR codes, RFID tags, and standardized numbering taxonomies
- Automating customer work request portals, dispatch logic, and resolution logging
- Integrating building information models with maintenance history registers
- Generating executive dashboards on plant uptime, response times, and expense trends
- Formulating a five-year technology and asset stewardship roadmap

Practical Exercises

Participants engage in realistic commercial real estate simulations and design exercises.

- Construct an MEP preventive service schedule for an eight-story commercial office building.
- Design a service level agreement scorecard with clear key performance indicators for a cleaning contract.
- Perform an office floorplate optimization exercise to increase desk density by twenty percent.
- Draft an annual operating expense budget allocating costs across HVAC, utilities, and vendor fees.

FAQs

How is this course different from safety or environmental audit training?

This course focuses squarely on the operational, technical, and commercial leadership of physical property portfolios. Rather than concentrating on regulatory safety auditing or factory compliance, the curriculum centers on commercial building maintenance, chiller operations, tenancy lease administration, space density planning, and vendor contract performance.

What experience level is recommended for attendees?

This program is designed at a professional level for property managers, estate coordinators, building engineers, and corporate workplace planners who possess prior experience with commercial or institutional building administration.

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What tools and models are introduced during the two weeks?

Participants explore computerized maintenance systems, building automation frameworks, tenant service level agreement templates, life-cycle costing spreadsheets, and digital space utilization tools.

Conclusion

Effective property stewardship requires a balance of engineering proficiency, financial rigor, and commercial service leadership. Through practical models, equipment analyses, and vendor management exercises, participants gain the specialized capabilities needed to operate high-performing built environments, protect property asset value, and support organizational productivity.

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