

Roundtable - January 22, 2004

Service Request Systems & Benchmarking Results

Our first Roundtable topic for the new year will be on the topic of Service Request Systems and Benchmarking Results with other FM's. Our intent on this topic is have Facilities Managers share their current systems on processing Service requests from their internal customers. The service requests may be on "hot and cold" calls, move requests, janitorial problems, etc. Our intent is also to evaluate the possibility of Benchmarking with other FMs on their current types of service requests to determine if each of us are doing better in one area as compared to our peers.

Some attendees of this event are practicing some of this systems and will be sharing their experiences

Thanks to **Elise Luckham of New Century Mortgage** we will have a conference line available for you to listen in on the day of the event.

Some of the topics that we want to share are:

1. Show us your service request form. Is it on line, hardcopy form to be completed, or just a call to the hot line number?
2. Do you track the amount of calls you get in certain areas such as janitorial, HVAC, relocations, conference room requests, etc.? Do you track calls graphically?
3. How did you develop your system and how long have you been using it?
4. Do you have a system in place to report back to your internal customers as to how you are working to reduce the service needs in certain areas?
5. Do you have a rating system that you can share with us that is passed out to your employees to grade you on how your service level was?
6. Do you have an interest in sharing your Benchmarking information on service requests with other FMs? All of us have so many common services it would be interesting to rate our performance to others.

Date: Thursday, January 22, 2004

Location: 3820 East La Palma, Anaheim [Click here for Map](#)

(Southeast corner of La Palma and Tustin Ave. at the US Bank Complex. Going North on Tustin Ave., turn right at La Palma and right again into the first driveway. Ron's suite is the second to the last one on your right overlooking the reservoir.)

Time: 11:30 a.m. to 1:00 p.m.

RSVP: Ron Moyer 714/238-9070 or email ronmoyer@rmcfs.com

Cost: Free to attendees and audio conferencing participants

Limited to 10 attendees; unlimited participants in audio conference

(Lunch is provided to attendees as a courtesy of RMC Facilities Services)