

## Vak: Project Service Concept

credits: 4

<b>Vakcode</b>	IFVP18SERCON	<b>Werkvormen</b>	Werkcollege
<b>Naam</b>	Project Service Concept	<b>Toetsen</b>	Project Service Concept - Opdracht
<b>Studiejaar</b>	2020-2021		
<b>ECTS credits</b>	4		
<b>Taal</b>	Nederlands		
<b>Coördinator</b>	J.H. Bolhuis		

### Leeruitkomsten

Learning outcomes

The student develops and reports, based on a given case, policy for both new and existing facility services taking into account recent developments and the needs of the organization and customers.

The student:

- Describes trends and developments in the field of FM services and applies these to the case given.
- Obtains an insight into the needs of several customer groups and adjusts the FM policy accordingly.
- Analyses possible improvements in a part of an organisation using a managerial approach.
- Explains and underpins the advantages and disadvantages of outsourcing and in-house operations.
- Calculates total cost cleaning and integral cost price of on-site food service.
- Learns to communicate with target groups and gains an insight into the multicultural aspects of rendering services in general and cleaning in particular.
- Obtains insight into juridical aspects of facility services and applies these to the case given.

### Inhoud

Based on a given case, the student develops policy for both new and existing facility services, taking into account recent developments and the needs of the organization and customers. The project assignment is carried out in a group. A coach supports the group on a weekly basis when working on the project. In addition, the student receives knowledge and support about facility services during Catering and Cleaning lectures and training courses for Financial Management and Cleaning calculation.

### Opgenomen in opleiding(en)

Facility Management, major International Facility Management

### School(s)

Institute of Future Environments

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