



Facilities Management Division (FMD)/Maintenance

CLIENT INTERACTION GUIDELINE

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1 Background

The Facilities Management Division (FMD) want to achieve a high level of client satisfaction when delivering services to Faculties, Divisions, URAC, UniCentre and Tenants across UOW. In delivering our services we rely on internal staff as well as contractor staff. Regardless of who is delivering the service, our clients require a consistent approach in terms of how they are greeted, treated and kept informed of work progress. This guideline provides a framework for high quality interactions with our clients.

2 Scope / Purpose

The Client Interaction Guideline supports our preferred approach to client service that is delivered by and on behalf of FMD. The Guideline addresses three stages of client interaction; greeting the client; updating the client on work progress; and advising the client of work completion. The Guideline will be provided and explained to contractors and UOW staff as a supplement to the UOW Contractor Induction Guide.

3 Stages of the Client Interaction

3.1 Greeting the client

1. If date and time details are not specific on the work order sheet, contact the requestor to agree on a time that is convenient to both you and the client.
2. On arrival introduce yourself (staff or contractor). For contractors, let the client know the organisation you work for and that you have been contracted by FMD to deliver your service.
3. Provide a brief description of the work instruction you have received.
4. If your work order is requiring you to quote on a job, complete the quote and record the work order as trade complete, then send your quote and the work order number to the FMD Service Centre. The FMD Service Centre will close off the original work order request, seek the client's approval for the work to proceed, ensure that a client cost centre number is provided, and raise a new work order if the work is to be undertaken.

3.2 Updating the client on work progress

Situations will occur when you may not be able to complete the entire job in one go, or at the agreed time. There may be a number of different reasons for this. Following are three most likely reasons, with recommendations of how best to respond to the client.

3.2.1 You need to leave the site to acquire more equipment

1. Notify the client of where you are up to.
2. Explain the situation and that it may take you away for some time.
3. Give the client an estimate of when you think you may be back.
4. Leave the work area clean and safe.

3.2.2 You could only progress the job to a certain point on the day

1. Make sure area is left safe and as clean as possible.
2. Inform the client of the situation.
3. Provide the client with a timeframe of when you will be back to finish the work.
4. Do what you can to enable the client to continue their operations safely.

3.2.3 The work required to be done is different to or bigger than the description on the work order docket

If you can still do the job and it is not going to substantially affect other work you may:

1. Politely ask the client if they could call the FMD Service Centre on 4221 3217 to change the work order description.
2. Contact the FMD Service Centre to have the work order description changed. The FMD Service Centre will advise if a new work order is to be raised.

If the job is too large or different for you to do, and there is no help available, you may:

1. Explain to the client that you will not be able to do it at this time.
2. Show the work order description you were given and explain you were not prepared for the situation.
3. Politely ask if they could contact the FMD Service Centre on 4221 3217 to change the description; or
4. If the job requires a new trade, try and organise the job to be swapped to the new trade. Inform the client of what you are doing and inform the FMD Service Centre.

3.3 Advising the client of work completion

There are three likely situations.

3.3.1 Situation 1 - If the job is totally and satisfactorily completed

1. Advise the client that you have completed the work, cleaned up and that everything is in good working order.
2. Ask the client if they would like to have a look at the work.
3. Confirm with the client that they are satisfied with the job.
4. If the work request is a FMD priority 1, contact the FMD Service Centre immediately to advise of job completion or report job completion on your iPad immediately.
5. If the work request is a FMD priority 2 onwards, forward your trade completed work order to the FMD supervisors as soon as possible or report job completion on your iPad as soon as possible. If you are a contractor, report the job as trade complete on BEIMS contractor web as soon as the job is completed, then attach an invoice to the paper copy of the work request and send it to the FMD supervisors as soon as possible.

3.3.2 Situation 2 - If the job is completed but a small amount of new, additional work is required

Add the details to the original work order and complete the work.

3.3.3 Situation 3 - If the job is completed but a significant amount of new, additional work is required

1. If you are internal staff you can raise a new work request yourself, advising the client of what you are doing.

2. If you are a contractor, you can contact the FMD supervisor to raise a new work request for the additional work or ask the client to raise a new work request.
3. Provide a timeframe for the work to be completed, or
4. If you cannot provide a timeframe, explain why this is not possible and tell them that someone from FMD will be in touch by the end of the day or the following day. Make sure you communicate this clearly with the FMD Service Centre or the responsible FMD supervisor.
5. If you are not sure of what the next stage in the process should be, you can explain to the client that you are not sure of the next stage and that you will find out for them and get back to them.

If the client asks a question that you do not know the answer to and it is not related to your work order, politely ask the client to contact the FMD Service Centre on 4221 3217.

4 Related Documents

[UOW Contractor Induction Guide](#)

5 Version Control Table

Version Control	Date Released	Author/ Reviewer	Approved By	Amendment
1	110815		Chris Hewitt, Manager Maintenance & Energy	New version
2	111109		Chris Hewitt, Manager Maintenance & Energy	Changes to improve job completion reporting.
3	120118			Document updated to reflect name change from Buildings & Grounds (B&G) to Facilities Management Division (FMD)
4	150522	Dylan Chresby, Maintenance Manager	Dylan Chresby, Maintenance Manager	Reviewed throughout.