

SUPERVISOR TRAINING CURRICULUM

BASED ON BSCAI'S [CERTIFIED BUILDING EXECUTIVE\(CSBE\)](#) AND [REGISTERED BUILDING SERVICE MANAGER \(RBSM\)](#) CERTIFICATION PROGRAMS

Supervisors should receive the following specialized training:

COURSE 1: ACCOUNT MANAGEMENT

An effective manager must be skilled in many areas, from customer relations to work-loading, and from quality control programs to understanding his/her responsibilities within the organization. This course will help both new and experienced managers:

- Identify management responsibilities and placement within the company;
- Implement effective inventory management and cost controls;
- Manage time more effectively;
- Workload accounts;
- Retune existing accounts to improve service and profitability;
- Conduct effective inspections;
- Implement a Total Quality Management Program;
- Identify keys to build positive customer relations;
- Handle customer complaints effectively;
- Establish effective and reliable building security procedures.

COURSE 2: HIRING AND FIRING

The success or failure of building service professionals depends almost entirely on the quality of your people. The significance of selecting and hiring good people, effectively training and directing their performance, and in unavoidable circumstances, terminating, cannot be overemphasized. This course will:

- Identify effective recruiting methods;
- List guidelines for preparing job descriptions;
- Identify effective methods of screening job applicants;
- List criteria for selecting the most qualified job applicants;
- Define the “at-will” employment relationship and explain how it is established;
- Help you establish realistic and achievable performance standards and effective performance appraisal systems;
- Outline how associate disciplining and terminating should be handled;
- Identify measures to prevent claims of discrimination or wrongful discharge throughout the employment process.

COURSE 3: MOTIVATION AND TRAINING

In the building service and management industry, direct labor comprises more than half of a typical contractor's expenses, making the associates the single most expensive outlay. This

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course will help companies get the greatest return from their workers. Subjects covered include:

- Motivating people to work diligently;
- Developing associates to work independently while increasing work quality;
- Using a variety of leadership and management styles to enhance associate performance with the optimum utilization of time;
- Developing better and more open channels of communication;
- Developing and implementing effective training programs;
- Reducing turnover and absenteeism.

COURSE 4: PERSONNEL POLICIES

Laws and regulations are increasingly constrained and affect areas such as hiring, promoting, managing, and terminating associates. This course helps our compliance efforts.

- Discussing legal issues relevant to personnel policy manuals;
- Identifying federal discrimination laws and listing employment practices;
- Defining the steps to minimize discrimination problems and to avoid violating the law;
- Understanding how to respond to allegations of workplace harassment;
- Distinguishing between affirmative action and nondiscrimination;
- Reviewing the major provisions of such laws as the Fair Labor Standards Act, The Equal Pay Act, and the Pregnancy Discrimination Act.

COURSE 5: SAFETY AND SECURITY

Operating or managing any business involves challenging workplace issues dealing with associate behavior and well-being. These include drug and alcohol abuse, workplace hazards, security issues, and unionization. Subjects covered in this course include:

- Identifying drug and alcohol abuse problems in the workplace;
- Reviewing and implementing the company's substance abuse policy;
- Understanding Occupational Safety and Health Administration regulations;
- Identifying the elements of a control plan for the prevention of exposure to bloodborne pathogens;
- Listing the elements of an Occupational Injury Management program;
- Recognizing the most common hazards in the building service industry;
- Understanding basic first aid procedures for bleeding, respiratory failure, burns, chemical spills, and fractures;
- Understanding the responsibilities of a company and its management under the National Labor Relations Act.

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COURSE 6: FLOOR CARE, CARPET CARE, AND CLEANING CHEMICALS

This course explains in clear, understandable language topics such as carpet construction, resilient floor composition, and cleaning chemical characteristics. Course 6 then addresses cleaning and maintenance procedures for various floor and carpet types. This course will help associates identify:

- The three major components of typical carpet soils;
- How such components as natural versus synthetic fibers, face weight, density, and backing affect carpet quality and durability;
- The three major levels of carpet maintenance and the procedures involved in each;
- The purpose of floor finishes and their compositions;
- The differences between such non-resilient flooring materials as tile, terrazzo, marble, slate, and granite, and the proper maintenance techniques for each;
- Floor care problems and the likely causes and needed corrective actions;
- The factors which may affect the performance of cleaning substances;
- The major types of cleaning delivery systems and the strengths and weaknesses of each.

COURSE 7: GENERAL OFFICE CLEANING AND SPECIALTY SERVICES

For many cleaning organizations, the core of their business is general office cleaning. For others, it may be specialty services. Customers judge contractors by the quality of their work. To do the job right, you need to understand cleaning procedures and techniques. This course covers such subjects as:

- Office cleaning;
- Restroom cleaning;
- Metal cleaning;
- Specialty cleaning such as duct cleaning, ceiling cleaning, and blind cleaning;
- Specialty services such as recycling services and disaster restoration.