



## Introduction to Facilities Management 4-day training programme

- Understanding FM
- Customer Service for Facilities Managers
- Developing Effective Service Level Agreements

**8th-11th November 2011**  
**Clubul Diplomaților,**  
**București**

**BIFM Training**

REINVENTING OUR PROFESSION



**Romanian Association  
of Building Owners**

*Member of European Property Federation*

Organised by RABO Academy and  
BIFM Training, the training arm of  
The British Institute of Facilities  
Management

**[www.rabo.org.ro](http://www.rabo.org.ro)**

### **The Facility Manager Profession – Professional Certification in Romania**

The current context of globalization along with increased market pressure is motivating many large corporations to adopt new tools and an integrated approach to management in order to maintain competitiveness. The real estate market is also undergoing significant changes, which requires improved skills and thus the need for professional development on behalf of those operating in such a dynamic environment.

Within this context, RABO Academy, benefitting from the expertise of the prestigious BIFM Training, the training arm of the British Institute of Facilities Management (BIFM), is offering a unique opportunity: expert training and recognition of the Facility Management profession in Romania. The courses provided by RABO Academy are designed to help facilities managers develop professionally and support them as they encounter new challenges throughout their career. At the same time, in the greater economic context, its aim is to raise the real estate's market standards to European levels, ensuring coherence and transparency.

The courses offered by RABO Academy in partnership with BIFM Training, unique in SEE region, will provide participants with professional certification recognized both nationally and internationally. Furthermore, RABO Academy is undertaking the necessary steps in order to introduce the Facility Manager position in the Official Professional Registry in Romania, thus underlining its importance in the real estate domain.

**Liviu Tudor**  
Chairman RABO

**Ioan Bejan**  
Secretary General RABO



**This intensive 4-day programme will provide a comprehensive introduction to the FM profession and best practice in day-to-day operations.**

Based on best practice in the UK and Europe, it will cover:

- The role of the Facilities Manager and the importance of professional FM to organisations
- Key elements of building structure and design
- Key aspects of building services
- Key elements of property management and leases
- Practical aspects of space planning
- Essentials of re-location / move management
- Key elements of energy and environmental management
- How to develop and implement maintenance management programmes
- Customer service in FM
- Developing and managing effective Service Level Agreements
- Models for letting and managing contract services
- Health & safety responsibilities for FM's

- Benefit from the experience of leading UK experts in FM
- Understand the value of a professional approach to facilities management
- Improve your knowledge of best practice tools and techniques
- Network with other FM professionals, and share your ideas and experience
- Collect your personal professional development certificate from BIFM Training on completion.



## About the BIFM and BIFM Training

The British Institute of Facilities Management (BIFM) is the national professional body for FM in the UK. Formed in 1993 it currently serves over 12,000 members, including overseas practitioners. The Institute also supports an International Special Interest Group of more than 1,000 members who wish to keep up to date with international best practice.

BIFM Training runs the Institute's programme of short courses. The leading provider in the UK, BIFM Training is managed on behalf of the BIFM by Quadrilect Ltd, and the current programme features over 40 courses including health and safety and a range of accredited options and qualifications. BIFM Training courses are benchmarked against the Institute's professional standards, and provide access to leading edge thinking and skilled practitioner experience. The courses carry certificates which are recognised under the BIFM's Continuing Professional Development programme. BIFM Training also offers a range of essential learning and development services, including skills profiling and training needs analysis. The first in a series of E-learning modules, Getting started in FM, was launched in Spring 2011.

For more information on all BIFM Training courses please visit [www.bifm-training.com](http://www.bifm-training.com), or for details on the BIFM, including membership options, please see [www.bifm.org.uk](http://www.bifm.org.uk)

A stylized silhouette of a city skyline with various building shapes in shades of blue and grey, located at the bottom of the page.



**Beth Goodyear**

Beth is a Facilities Management professional with over 15 years' experience in Operational and Strategic FM and extensive experience of both in-house and outsourced FM roles. Prior to forming her own consultancy company in 2006, Beth was Head of the FM Department at Ascot Racecourse where she was responsible for a £4.5m operating budget for the prestigious 185 acre site, which also underwent a £200m refurbishment during her time with the organisation.

Beth is a member of the British Institute of Facilities Management (BIFM) and was recently elected to the Members' Council. She is a regular member of the BIFM Training team, and a tutor and assessor for the BIFM Level 4 professional qualifications. In addition she is part of the regular assessor team for the ILM L3 qualifications in FM.



**Gillian French**

Gillian has many years' senior level experience both as customer and as a supplier in the facilities management sector. Having had a background in procurement, she moved into management of property and FM contracts in British Airways with responsibility for an FM budget of £70 million per year.

Since then, she has been MD of an FM company and later a cleaning company before becoming Operations Director and Customer Service Director for GSH plc, a 'hard' (engineering) services FM provider. Here she worked on a wide range of contracts for organisations such as the BBC, Hewlett Packard, Marks and Spencer, Tesco, ICI and Prudential.

Gillian is now a consultant, providing strategic and procurement support to a number of major organisations.

She is a regular member of the BIFM Training team, and runs a range of courses related to procurement and contract management on both the UK public programme and in-house for individual clients.



Member of European Property Federation

The Romanian Association of Building Owners (RABO), a member of the European Property Federation, is the first organization reuniting some of the leading local and international commercial property investors operating in Romania. RABO aims to foster for its members and the economy as a whole, a sound, stable, efficient, transparent and harmonized economic and legislative environment within Romania and the EU. The organization intends to work closely with industry leaders, local government and EU policy-makers, in order to ensure a harmonized framework for property investments, urban rehabilitation, new developments, real estate financing, energy efficiency, social inclusion and environmental protection.



RABO Academy is an initiative of the RABO Foundation, intended to provide a series of management-level educational programs for professionals activating in the real estate industry. The Academy aims to thus enhance the level of professional quality standards provided within the industry. The first educational program will address the Facility Management profession and commence in November 2011.

For more information, please visit **[www.rabo.org.ro](http://www.rabo.org.ro)**.



## Prices

Introduction to Facilities Management Course:

RABO members: 945 Euro + VAT

Non-members: 1,200 Euro + VAT

Payment by bank transfer in RO63BUCU1172240687005RON payment account, opened at Alpha Bank Militari. Proof of payment to be sent by email to [office@rabo.org.ro](mailto:office@rabo.org.ro).

Phone: +4 - 021.403.41.20

For more information please visit [www.rabo.org.ro](http://www.rabo.org.ro)

## Payments

A confirmation letter and invoice will be sent upon receipt of your registration. Please note that full payment must be received prior to the event. Only those delegates whose fees have been paid in full will be admitted to the event. In any event payment must be received not later than 48 hours before the Event. Entry to the Event may be refused if payment in full is not received.

## Cancellation

If you are unable to attend, a substitute delegate will be welcome in your place. Registrations cancelled more than 7 days before the Event are subject to a €200 administration charge. Registration fees for registrations cancelled 7 days or less before the Event must be paid in full. Substitutions are welcome at any time.

## Delegate details

Name: .....

Job Title: ..... Email: .....

Tel: ..... Fax: ..... Mobile: .....

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Name: .....

Job Title: ..... Email: .....

Tel: ..... Fax: ..... Mobile: .....

## Company details

Company: .....CIF: .....

Address: .....

Postcode: ..... Country: .....

Tel: ..... Fax: .....

No. of employees on your site:

1000+ ☐ 500-999 ☐ 250-499 ☐ 50-249 ☐ 0-49 ☐

Nature of your organisation's business: .....

Yes, I would like to receive information about future events & services via e-mail.....

