

## Liverpool John Moores University

Title: SERVICE MANAGEMENT  
Status: Definitive  
Code: **6134BEUG** (120863)  
Version Start Date: 01-08-2015

Owning School/Faculty: Built Environment  
Teaching School/Faculty: Built Environment

Team	Leader
Matthew Tucker	Y

**Academic Level:** FHEQ6      **Credit Value:** 24.00      **Total Delivered Hours:** 50.00  
**Total Learning Hours:** 240      **Private Study:** 190

### Delivery Options

Course typically offered: Standard Year Long

Component	Contact Hours
Lecture	50.000

**Grading Basis:** 40 %

### Assessment Details

Category	Short Description	Description	Weighting (%)	Exam Duration
Report	AS1	REPORT	50.0	
Exam	AS2	EXAMINATION	50.0	

### Aims

*To demonstrate an in-depth appreciation of the impact of facilities management services, including leading the delivery of services, producing productive relationships with stakeholders and providing quality customer experiences and service standards*

### Learning Outcomes

After completing the module the student should be able to:

- 1 Propose alternative methods and processes for the delivery of quality facilities management services aligned to the needs of customers and organisations
- 2 Critically review strategies for the development and implementation of facilities management support services
- 3 Develop appropriate methods and styles to lead and empower staff to successfully deliver facilities management services
- 4 Critically evaluate the ability to develop productive relationships with all stakeholders involved in the delivery of facilities management services

### **Learning Outcomes of Assessments**

The assessment item list is assessed via the learning outcomes listed:

REPORT	1	2	3	4
EXAMINATION	1	2	3	4

### **Outline Syllabus**

- *Concept of quality management*
- *Service concept, quality and standards*
- *Strategies in providing support services*
- *Leadership styles and management*
- *Negotiation and conflict*
- *Relationship management*
- *Customer service*
- *Customer experience and satisfaction*
- *Stakeholder impact analysis*
- *Resource optimisation*

### **Learning Activities**

Lectures, Guest Speakers

### **Notes**

This module is mapped to the BIFM Level 6 Diploma