Liverpool John Moores University

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Title:	SERVICE MANAGEMENT
Status:	Definitive
Code:	**6206BEUG** (122338)
Version Start Date:	01-08-2019

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

Team	Leader
Kurannen Baaki	Y

Academic Level: FHEQ6   **Credit Value:** 20   **Total Delivered Hours:** 40

Total Learning Hours: 200   **Private Study:** 160

Delivery Options
Course typically offered: Semester 1

Component	Contact Hours
Lecture	30
Workshop	10

Grading Basis: 40 %

Assessment Details

Category	Short Description	Description	Weighting (%)	Exam Duration
Report	AS2	Scenario-based report	50	
Essay	AS1	Critical review of service management concepts	50	

Aims

To demonstrate an in-depth appreciation of the impact of facilities management services, including 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   Critically evaluate the ability to develop productive relationships with all stakeholders involved in facilities management services
4   Critically apply understanding of how knowledge and information management can be used effectively within facilities management services

Learning Outcomes of Assessments

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

REPORT   1   2   3   4

ESSAY   2   3

Outline Syllabus

Concept of quality management
Service concept, quality and standards
Strategies in providing support services
Relationship management
Customer service
Customer experience and satisfaction
Stakeholder impact analysis
Knowledge and information management

Learning Activities

Lectures are used in order to identify and explain key concepts and theories and provide detailed information on particular subject areas within the module. They help to stimulate the student's interest in the subject area. Lectures may also include guest industry speakers to add industry context to the material.

Workshops are used to engage students in more intensive discussion and activity on particular subject areas within the module. This helps shape the student's own understanding and place the lecture material in context.

Notes

This module emphasises to students the importance of client care and the ability to manage suppliers, specialists and customers effectively.