

# THE WORK REQUEST SUBMISSION PROCESS

## WORK REQUEST PRIORITIZATION

F&M strives to complete requests in the order they are received. Please note, however, that the prioritization and time of completion for work requests can be impacted by many different factors, including, but not limited to, other urgent requests we may receive, emergency situations, and the need to order materials to address the request.

When prioritizing work requests, we are guided by the following priority system:

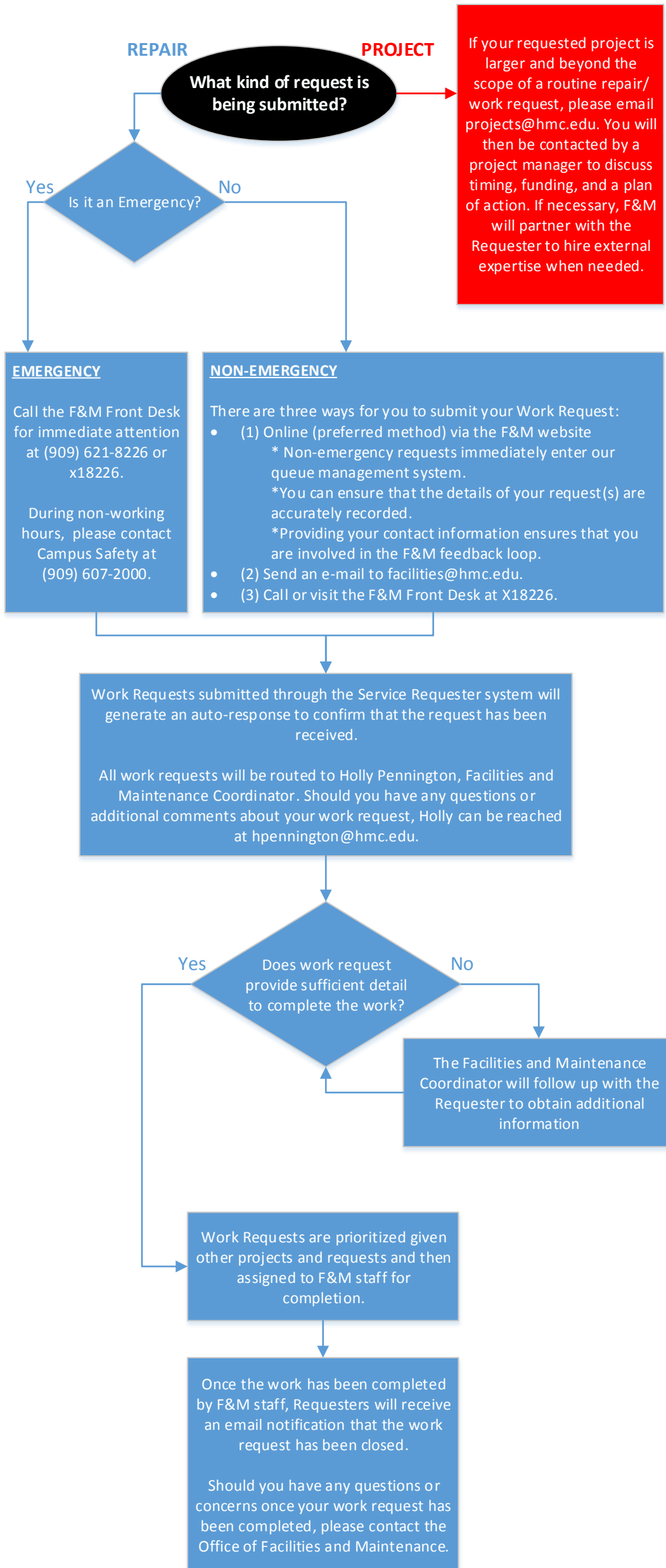
1. Human Safety
2. Immediate Program Support
3. Asset Preservation/Reliability
4. Constituency Support
5. Economic Benefit

Our goal is always to complete requests in a timely manner, but do know that in instances where non-emergency requests may get delayed, we are committed to communicating with the Requester so that they are informed of the status of their request(s) and when expected completion might be.

## PLEASE HELP US

F&M's goal is to partner with the Requester and provide a high level of quality and service in satisfying constituents' requests. To help accomplish this, we ask:

- To be provided with appropriate notice and time to complete the request, when possible. We understand that emergencies and urgent situations arise, and we are happy to work with constituents to address and resolve these issues. Urgent situations, along with other responsibilities, are what necessitate us asking for time and understanding as we prioritize and manage any non-urgent requests.
- To be provided with a sufficient amount of detail and information to properly complete the request. If needed, we will contact the Requester to obtain better direction. Being provided with information on last-minute changes that could affect our work is also very beneficial. Please also let us know if the project is needed by a certain deadline. Partnering with the Requester to understand the request is a key element of our operations.
- For dept-funded projects outside the scope of F&M, please provide an account number to be charged.
- To please submit separate work requests for each item, as opposed to combining into one submittal. This will allow us to communicate more effectively regarding the work that is being done and provide more efficient updates by closing out tasks as they are completed.



# THE EVENT RESERVATION PROCESS

## EVENT RESERVATION PROCESS

In preparation for your event, the Office of Facilities and Maintenance is happy to assist you with the room reservation and facility use process.

HMC hosts many events and reservations each and every day and it is our goal to provide quality service and experiences at each and every one. Managing this multitude of events does present some challenges, however, as sufficient time, details, and resources are needed to be successful.

Please note, for us to successfully assist you with your event, we ask that you partner with us to:

- Provide a sufficient amount of information and detail about your event. Depending on the type of event you are having, some of the details we will need are highlighted to the right. Providing appropriate detail ahead of time allows us to have your resources available the day of your event.
- Finalize your reservation with enough advanced notice that will allow us to make all necessary accommodations.
- Limit last-minute changes when possible. We certainly understand that there can be day-of-event changes or other changes leading up to the event. We aim to assist you where we can to make your event successful, but please understand that limited resources and time can constrain what we are able to respond to. Setups for events are typically completed the evening before the event by our night-shift workers; therefore, changes on the day-of can be challenging.

## ROOM RESERVATION GUIDELINES

Within EMS, room reservations can be made within the following timeframe:

1. For reservations for a Hoch-Shanahan PDR, only 4 hours advanced notice is required.
2. For all other reservations, 48 hours advanced notice is required as time is needed to prepare and set up the room.

To make reservations once these timeframes have passed, please call Facilities and Maintenance at 909.607.4559

**PLEASE KNOW THAT PRIORITY FOR ROOM RESERVATIONS IS ALWAYS GIVEN TO HMC CONSTITUENTS**

Event

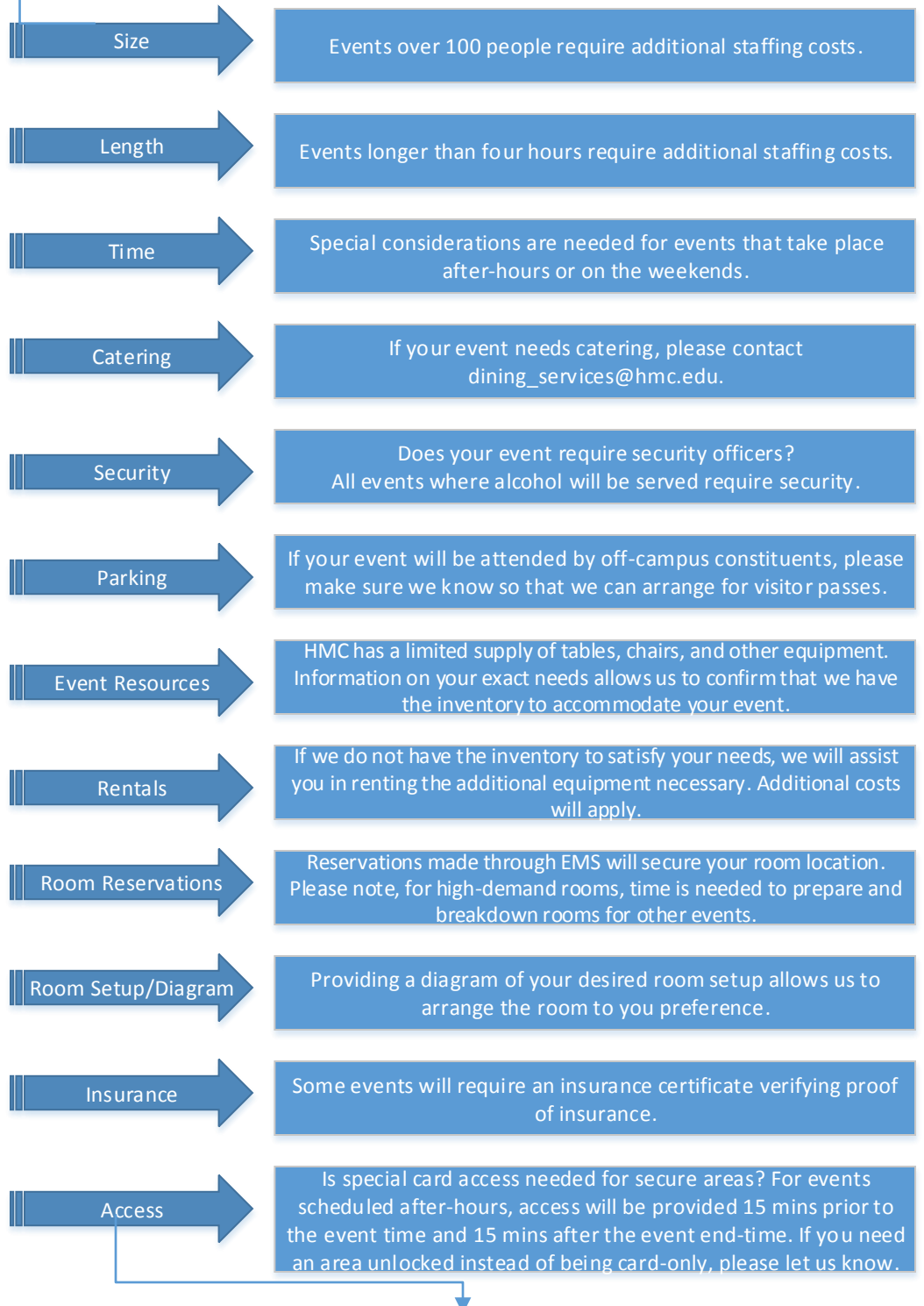
Meeting

**Submit an Event Reservation Using our Event Management System (EMS)**

If your reservation is for a meeting space with zero to little additional requests/needs, you will receive an email confirmation that your space has been reserved.

A complete collection of details provided in advance of the event date will allow us to prepare for your event in the most efficient way possible.

When assisting you with your events, the following information is needed to help us with planning.



Once sufficient information and detail has been received, our Facilities Use Coordinator will make the appropriate arrangements with our staff to arrange for room setup.

If the information is unclear, or specific information needs to be confirmed, the Facilities Use Coordinator will contact you to confirm necessary details.