Garnet
Garnet Global Training Center

GGT-FM-106

Facilities & Real Estate Management

Soft Services & Contract Management

الخدمات المساندة وإدارة العقود

Duration	Language	Formats	Hours	Level
5 or 10 days	**English or Arabic**	**Classroom, online, in-house**	**35 / 70**	**Intermediate (management)**

Overview

Soft Services & Contract Management equips managers and specialists to plan, organise and control this area of work, set targets and measure results. Run buildings and property portfolios efficiently, safely and at the right cost. Choose 5 or 10 days, classroom or live online, English or Arabic; organisations can also run it in-house and adapt the examples to their own work.

What you will be able to do

- Set up and run Soft Services & Contract Management as a managed process with clear roles.
- Define KPIs and build simple dashboards for management.
- Control risk, quality and compliance in this area.
- Lead improvement projects and measure their benefit.
- Report clearly to senior management and stakeholders.

Who should attend

Facility and property managers, maintenance heads, real estate and asset managers. It suits supervisors, section heads and specialists who manage, or are about to manage, this area.

Key topics

- Service contracts and SLAs
- Building systems: HVAC, fire, lifts
- Space and workplace planning
- Lifecycle cost and budgeting
- Property valuation and leasing
- Smart building technology

Formats and fees

5-day classroom	**USD 4,750**
5-day online	**USD 2,950**
10-day classroom	**USD 8,950**
10-day online	**USD 5,450**
In-house	**Quotation per group**

Fees per participant, excluding VAT.

Register or ask

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Email: info@garnettrainings.com

Training: training@garnettrainings.com

Web: garnettrainings.com

Sharjah Publishing City Free Zone, Sharjah, UAE

Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

5-day outline

Day 1 Soft Services & Contract Management: the management framework

- Building systems: HVAC, fire, lifts
- Group discussion and peer review

Day 2 Planning, resources and budgets

- Space and workplace planning
- Lifecycle cost and budgeting

Day 3 Performance measurement and control

- Property valuation and leasing
- Measurement and reporting

Day 4 Risk, compliance and improvement

- Smart building technology
- Hands-on workshop on a workplace challenge

Day 5 Management case study and action plan

- Service contracts and SLAs
- Common mistakes and how to avoid them

10-day outline

Day 1 Soft Services & Contract Management: the management framework

- Building systems: HVAC, fire, lifts
- Group discussion and peer review

Day 2 Planning, resources and budgets

- Space and workplace planning
- Lifecycle cost and budgeting

Day 3 Performance measurement and control

- Property valuation and leasing
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Day 4 Risk, compliance and improvement

- Smart building technology
- Hands-on workshop on a workplace challenge

Day 5 Management case study and action plan

- Service contracts and SLAs
- Common mistakes and how to avoid them

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Regional and international case studies

Day 7 Digital tools, data and automation

- Analysis tools and software
- Using AI in this field

Day 8 Benchmarking against international practice

- Global performance benchmarks
- Checklists and templates to take away

Day 9 Capstone project

- Analyse a real challenge from your organisation
- Build the solution and implementation plan

Day 10 Presentations, final assessment and certificates

- Project presentations and review
- Final exam and certificate award

Schedule 2027–2030

Dates	Format	City	Language	Fee (USD)
7–11 Feb 2027	5-day classroom	Riyadh	English	4,750
1–5 Mar 2027	5-day online	Live online	Arabic	2,950
17–21 May 2027	5-day classroom	London	English	4,750
14–25 Jun 2027	10-day classroom	Istanbul	English	8,950
20–24 Feb 2028	5-day classroom	Muscat	English	4,750
16–20 Apr 2028	5-day classroom	Jeddah	Arabic	4,750
19–30 Jun 2028	10-day online	Live online	English	5,450
9–20 Oct 2028	10-day classroom	Barcelona	English	8,950
11–15 Mar 2029	5-day classroom	Riyadh	English	4,750

Dates	Format	City	Language	Fee (USD)
7–11 May 2029	5-day online	Live online	Arabic	2,950
15–26 Jul 2029	10-day classroom	Cairo	English	8,950
9–13 Dec 2029	5-day classroom	Manama	Arabic	4,750
4–15 Feb 2030	10-day online	Live online	Arabic	5,450
21–25 Jul 2030	5-day classroom	Doha	English	4,750
8–12 Sep 2030	5-day classroom	Jeddah	English	4,750
21 Oct – 1 Nov 2030	10-day classroom	Kuala Lumpur	English	8,950

Customised and in-house versions of this course are available on request. garnettrainings.com/en/customise/