FM work areas



EAE Learning objectives for this lesson

Practice talking about the different areas of your job. Learn verbs to describe the actions you carry out. Practice call a help desk or writing an e mail.

Activity One - *Answer the questions:*

1. What are the **most** common tasks you carry out in your job?
2. Which are your favorite tasks?
3. Which are your **least** favorite tasks?
4. Which tasks take the most time?
5. Which tasks take the **least** time?
6. Which tasks are the **most** dangerous?
7. Which tasks are the **most** important?
8. What's the strangest job you ever had to do?

A LOT - MORE - THE MOST
A LITTLE - LESS - THE LEAST

Activity Two - *Read the list.*

10 work areas

These 10 work areas are needed to take care of and support the IKEA store and site.

- Cleaning services
- Waste management
- Energy, emissions and water management
- IKEA Food Equipment
- Technical maintenance
- Safety and security systems
- Snow removal
- Pest control
- Retail equipment and services
- IT related FM Services

Activity Three - *Match the verbs to the work areas…*

Work area	Action
Food Equipment	Check the fire alarms.
Technical maintenance	Shovel
Snow Removal	Lay a trap
Pest control	Add insulation
Safety System	Sweep
Energy emissions	Change the washers
Cleaning services	Clean out the fat fryers
Water management	Re-boot a computer

Activity Four - ***Your to do list.***

Here is a list of problems which have been reported in your store. ***Write*** *a task list of things to do today! Use* - ***HAVE TO, SHOULD, MUST, NEED TO***

1. *The door to the kitchens makes a noise each time it opens and closes.*

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(Example - We need to oil the hinges of the door. (verbs - to **oil** something, to **need**)

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2. *The printer in the HR office doesn't work.*

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3. *The customer self service drinks machine is leaking.*

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4. *The handicapped toilet is blocked.*

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5. *Mouse droppings have been found near the bistrot store cupboard.*

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6. *The open plan office is very cold and doesn't heat up well.*

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7. *In the e learning room connection is very slow to the intranet.*

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8. *The fire alarm is due to be checked.*

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Activity Five - ***Call and ask for help!***



First read the dialogue. Then imagine that you are calling for help about another problem and simulate the conversation with your teacher.

Technician: Hello is that the Hobart help desk?
Help desk: Yes sir, How can I help you?
Technician: I'm calling from IKEA in Paris. We have a problem with our glass washer.
Help desk: OK, can you just give me the reference of that machine?
Technician: Yes it's the Premax GX.
Help desk: OK and what seems to be the problem?
Technician: When it's loaded we can't switch it on.
Help desk: OK, are you near the machine now?
Technician: Yes, I'm in front of it.
Help desk: OK, can you remove the bottom rack and then unscrew the filter which you will find on the left hand side under the rack.
Technician: OK, could you please hold for moment.
Help desk: Of course.
Technician: OK, I have unscrewed the filter. I have it in my hand.
Help desk: OK, you will need to rinse the filter, put it back and then try to turn on the machine. Could you do that now? I will hold the line and wait for you to come back to me.
Technician: Right I've done that and it now starts. Thanks so much for your help.
Help desk: No problem. You need to rinse the filter after every three washes because it's very sensitive as this is an energy saving machine.
Technician: OK thanks I will pass the message on to my colleagues here in the restaurant.
Help desk: Great well have a good day. Bye.
Technician: Bye, thanks again for your help.

Activity Six - ***Write an e mail to report a problem.***

Read the typical e mail expressions and then use them to write to a supplier to explain a technical problem.

Dear Sir,
I'm writing to report an issue with our……..
We have noticed that…
The problem is that…
Please could you send us a replacement part as soon as possible…
Please could you send a technician as soon as possible…
I would be grateful if you could contact us quickly to resolve this issue.
Best regards…

Dear Sir,

Activity Seven - Verb Brainstorming:

For each of these work areas read the verbs and complete the list with other verbs to describe the type of tasks you have to carry out linked to each area:

- **Cleaning services** - *Scrub, Wipe, Sweep, Clean, Remove, Disinfect.*

- **Waste management** - *Recycle, remove,*

- **Energy, emissions and water management** - *Save*, *reduce*

- **IKEA Food Equipment** - *Clean, maintain, screw up, unscrew, assemble, move,de-scale, mend,*

- **Technical maintenance** - *De-scale, test,*

- **Safety and security systems** - Maintain, review, check, test,

- **Snow removal** - *Clear, remove,*

- **Pest control** - *poison, trap,*

- **Retail equipment and services** - *Re-boot, trouble shoot,*

- **IT related FM Services** - *Connect, re-start,*

Activity Eight - Describe what's happening in the images below:

