



School - Role Play Scenario

Background: You are the facility manager responsible for a local high school. The school has classrooms, meeting rooms, a gymnasium, a new pool facility, a set of activity fields, restrooms, and parking to accommodate 2,500 students and staff. Your facilities team includes 3 custodial staff, an HVAC technician, a general maintenance specialist, and other school district and outsourced specialists on-call.

Situation: Your school is hosting the final game of a divisional swim championship series next weekend. Luckily, the pool facility is relatively self-contained, and visitors can enter it directly. Visitors will have access to the pool building, the lockers/showers, and restrooms in that area. Other school activities such as clubs and extracurriculars are still happening that weekend, so students will have access to the main school space.

- 1) What elements should be considered in relation to the visitors, and how will you address them?
- 2) How do you ensure this special event doesn't interfere with the other school activities occurring at the same time?



School Scenario - FM Challenge A

As visitors begin to arrive, you are notified that the lights are out for part of the pool area and the men's locker rooms. Flipping the light switches hasn't fixed the issue.

- 1) What action is first and foremost on your list?
- 2) What resources (people, places, things, services) will be used?
- 3) How can we prevent or limit its occurrence or impact in the future?



School Scenario - FM Challenge B

As the divisional swim championship attracts a large number of visitors, the parking lot quickly becomes overcrowded. Visitors start parking in unauthorized areas, blocking emergency access lanes and creating a safety hazard.

- 1) What action is first and foremost on your list?
- 2) What resources (people, places, things, services) will be used?
- 3) How can we prevent or limit its occurrence or impact in the future?



School Scenario - FM Challenge C

Midway through the event, custodial staff informs you that the restrooms in the pool facility are running low on essential supplies like toilet paper, paper towels, and soap due to higher-than-expected usage by visitors.

- 1) What action is first and foremost on your list?
- 2) What resources (people, places, things, services) will be used?
- 3) How can we prevent or limit its occurrence or impact in the future?



School Scenario - FM Challenge D

The HVAC (Heating Ventilation and Air Conditioning) system in the pool facility starts malfunctioning, making the pool area uncomfortably humid and the locker rooms too cold. Complaints from both visitors and participants are increasing.

- 1) What action is first and foremost on your list?
- 2) What resources (people, places, things, services) will be used?
- 3) How can we prevent or limit its occurrence or impact in the future?