

Lesson 1 — Orientation & Baseline

Session 1 of 8 | Duration: 60 min | Artifact: Unassisted 5-min recording + L1 score

Purpose

Collect each learner's current, unassisted monthly service review walkthrough as the baseline score for the course.

Phases

Time	Phase	Trainer does
0:00–0:10	Welcome & task framing	Introduce the course; state the one task that will be trained for 8 sessions. Show the five beats on screen but don't teach them.
0:10–0:20	Case brief	Hand out the case (below). 10 min for silent reading. No questions on language.
0:20–0:55	Baseline walkthroughs	Each learner records a 5-min walkthrough, one at a time. Others stay on camera as the client side. No interruptions, no help.
0:55–1:00	Close	Thank learners. State that Lesson 2 introduces the structure. Save recordings for scoring.

Scripted teacher language

"For the next 8 sessions you'll train one task: the 5-minute walkthrough that opens your monthly service review with the client. Today I just want to see how you do it now."

"You have 10 minutes to read the case. Then each of you will walk the client through the month in 5 minutes. I won't help with language or structure today — that starts next session."

"Stay on camera during each other's walkthroughs. You're the client side. Don't interrupt, don't ask questions."

Case — shared by all learners

Site: Tower Plaza Riyadh — 18-floor mixed-use commercial building, anchor tenant a regional bank. ESOM holds the IFM contract: hard services (MEP, fabric, BMS) and soft services (cleaning, helpdesk).

Last month at a glance: 11 of 14 SLAs met. Three misses: HVAC reactive response time averaged 52 minutes against a 30-minute target; lift availability was 97.1% against 99% (one prolonged out-of-service event on Lift 3); BMS alarm acknowledgement saw three late acknowledgements above the 15-minute threshold.

Notable incident: Chiller 2 fault on Wednesday afternoon during peak summer (ambient 44°C). Lobby and floors 1–5 reached 28°C for around 4 hours before the on-call MEP team brought the standby chiller online. Two tenant complaints reached building management. Root cause: failed compressor contactor, replaced same day with a part dispatched from the Riyadh stores. Backup chiller redundancy held throughout.

Planned for the coming month: quarterly fire alarm test (requires after-hours window), CCTV system firmware upgrade, two AHUs scheduled for major service.

The ask: client approval for a 6-hour weekend chiller plant shutdown to perform preventive maintenance on Chiller 1 (mirroring the failure mode on Chiller 2). Proposed window: third Saturday of the month, 23:00–05:00.

The walkthrough: present a 5-minute service review walkthrough to the client side. Take a clear stance on the month — strong, mixed, or below target.

After the session

Score each learner's recording using the scorecard. Save the L1 score to the learner's portfolio folder. Do not share scores with learners until L8.

Artifact

5-min recording per learner + L1 score sheet (5 criteria, /10). Save as ESOM_[Site]_[LearnerID]_ServiceReview_L1_YYYY-MM-DD.