

## Lesson 7 — Final Simulation

Session 7 of 8 | Duration: 60 min | Artifact: Unassisted 5-min recording + L7 score

### Purpose

Unassisted final performance, same conditions as L1. This is the "after" measure that produces each learner's grade.

### Phases

Time	Phase	Trainer does
0:00–0:05	Frame	State this is the final run. Same conditions as Lesson 1. No help. Language bank hidden.
0:05–0:15	Read the case	New case (below). Silent reading, 10 minutes. No questions on language.
0:15–0:55	Silent prep + walkthroughs	5 min prep, then each learner records 5 min. No interruptions, no help. Language bank not on screen.
0:55–1:00	Close	Thank learners. Save recordings for scoring. Mention the L8 format: scores revealed, capstone on a real upcoming review.

### Scripted teacher language

*"Same rules as Lesson 1. 10 minutes to read, then 5 minutes to walk the client through the month."*

*"Language bank is not on screen today. No language help. No structure reminders. You know the shape by now."*

*"Stay on camera as the client side for each other. No interruptions."*

### Case — shared by all learners

**Site:** AlAndalus Research Campus — a research and development campus operated by a Saudi sovereign-fund portfolio company. Multi-building campus: 4 office buildings, 2 specialist laboratory buildings with sensitive equipment, central plant, extensive landscaped grounds. ESOM holds the integrated FM contract — hard, soft, and specialist laboratory services.

**Last month at a glance:** strong but with one significant miss. 19 of 21 SLAs met.

- Laboratory ultra-low-temperature (ULT) freezer alarm response averaged 9 minutes against a 5-minute target. High-stakes for sample integrity
- Grounds irrigation system uptime was 96% against 99% — driven by a single controller failure

#### Two notable incidents:

- Laboratory ULT freezer threshold alarm Saturday at 03:00. On-call attended within 11 minutes; freezer stable at -78°C (above the -80°C threshold), no sample loss, but the response was outside SLA. Root cause: rotation cover gap in the on-call schedule. We've since redesigned the rotation.

- Landscape irrigation controller failure Wednesday — caused 18 hours of no irrigation across the campus during 41°C ambient. Some plant stress on the western lawn area, no permanent damage. Recovered with overnight manual irrigation. Replacement controller installed within 48 hours; second unit on order as redundancy.

**Planned for the coming month:**

- Quarterly UPS battery test — requires planned-power-hold window, proposed Saturday 03:00–05:00
- Façade cleaning for Building 3 — 7-day window, no occupant impact
- Semi-annual landscape audit by a third party — scheduled mid-month
- ULT freezer monitoring upgrade — cellular backup for the alarm escalation chain

**The asks:**

- Client approval for the UPS test window
- Sign-off on the revised on-call rotation we've designed in response to the ULT incident
- A decision on whether the landscape audit findings should be reviewed jointly or sent as a written report

**The walkthrough:** present a 5-minute walkthrough.

**After the session**

Score each learner's L7 recording using the scorecard. Calculate the L1 → L7 delta and the grade band. Do not share results with learners until L8.

**Between-session work**

Each learner brings their real upcoming review to L8 — the next one they'll actually deliver to the client, ideally within 30 days.

**Artifact**

Unassisted 5-min recording per learner + L7 score sheet. Save as ESOM\_[Site]\_[LearnerID]\_ServiceReview\_L7\_YYYY-MM-DD.