



## **Instructions for Instructors on Using the Facilithon Practice Packet**

The Facilithon Practice Packet is designed for Instructors to help students improve critical thinking, problem-solving, and quick decision-making skills in facility management scenarios. Below are detailed instructions for guiding students through both **Role-Play Scenario Practice** and **FM Challenge Practice**.

This exercise can also be done in a classroom, breaking the students into small groups of 3-5 to discuss the Scenario and the challenge and present their solutions to the class as a group. In this situation, each small group could also receive a different FM Challenge and then present both the Challenge and their solutions to the class as a group.

The 25-question Practice Quiz is intended to introduce concepts and skills that are used by Facility Managers. It is the first step in the Facilithon competition, meant to wrap the competitor's mind around these concepts before entering judging. These questions can be used as a full quiz for each student, in small groups, or as discussion questions with the class as a whole.

The official 2026 Scoring Rubric is included for your reference.

### **Role-Play Scenario Practice**

#### **1. Preparation:**

- Provide the student with the scenario from the packet.
- Allow **15 minutes** for the student to read, analyze, and prepare their response.
- Explain that the response should focus on the problems presented in the scenario and their broader implications.

#### **2. Practice Execution:**

- Have the student present their response to the scenario within **5 minutes**.
- During the presentation, the student should address:
  - **What is the problem?**
  - **What steps would you take to solve it?**
  - **What resources (people, tools, services) would you rely on?**



- **How will you balance competing priorities (e.g., safety, customer satisfaction, budget)?**

### 3. Guiding Questions for the Scenario:

- Each Scenario has a list of Guiding Questions, but the below are also good examples of questions to ask.
- What key issues or risks do you identify in this scenario?
- How do the facility's layout, staff, and services influence your solution?
- What immediate actions would you prioritize to address the problem?
- How would you ensure your plan aligns with legal, safety, and customer satisfaction requirements?
- What systems or strategies could help prevent similar issues in the future?

### 4. Feedback Using the Role-Play Rubric:

- Assess the student's performance in these categories:
  - **Comprehension:** How well they understood the problem.
  - **Analysis:** The quality of their problem-solving approach.
  - **Solution:** Creativity, feasibility, and logic of their solution.
  - **Presentation:** Clarity, poise, and communication skills.
  - **Agility:** Their ability to answer follow-up questions thoughtfully.

### 5. Constructive Feedback:

- Provide detailed feedback, referencing specific aspects of their response.
- Highlight strengths while suggesting areas for improvement.

## FM Challenge Practice

### 1. Introduction to Challenges:

- Explain that FM challenges simulate emergency situations within the broader context of the role-play scenario.
- During the competition, students will have **3 minutes to read the challenge** before answering the three core questions within another **2 minutes**.



## 2. Guided Practice:

- Provide the student with one of the FM challenges from the packet.
- Allow **3-5 minutes** for them to prepare their response to the three core questions:
  1. **What action is first and foremost on your list?**
  2. **What resources (people, place, things, services) will be used?**
  3. **How can we prevent or limit its occurrence or impact in the future?**

## 3. Critical Thinking Guidance Using the Guiding Questions:

- What is the most urgent need in this emergency, and why?
- How would you communicate with stakeholders (e.g., staff, customers, vendors) to resolve the issue?
- What immediate resources can you leverage to contain or address the problem?
- How would you balance solving the problem with minimizing disruption to the facility's operations?
- What long-term strategies or maintenance plans could mitigate future risks?

## 4. Feedback Using the FM Challenge Rubric:

- Evaluate the student's performance in three areas:
  - **Action:** How decisively they addressed the problem.
  - **Resolution:** The feasibility and effectiveness of their proposed solution.
  - **Prevention:** Their ability to identify preventive measures.

## 5. Debrief:

- Discuss the student's response, emphasizing logical reasoning and creativity.
- Encourage them to reflect on their performance and identify areas of improvement.



## **Iterative Practice**

- Repeat the exercises with different scenarios and FM challenges to improve confidence and adaptability.
- Gradually reduce preparation time for FM challenges to reflect real competition conditions.

## **Key Tips for Success**

- Remind students that there is no "right or wrong" answer. The focus is on their ability to:
  - Comprehend the situation.
  - Develop a logical and realistic response.
  - Communicate effectively under time constraints.
- Reinforce the importance of thinking critically and adapting quickly to unexpected situations.

<b>Competitor #</b>			<b>Judge Name</b>		
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**Role-Play Interview**

	<b>COMPREHENSIVE 120-108</b>	<b>COMPETENT 107-96</b>	<b>DEVELOPING 95-84</b>	<b>BEGINNING 83-36</b>	<b>Score</b>
<b>COMPREHENSION:</b> Understands the Problem	Competitor clearly understands the problem, demonstrating a strong grasp of the task, context, and implications. Shows awareness of key facility management concepts. □	Competitor demonstrates a solid understanding of the problem and task, identifying relevant issues with some facility management knowledge.	Competitor shows partial understanding of the problem; some key points are missing or unclear.	Competitor struggles to identify the problem or relate it to the task; understanding is limited or incomplete.	
<b>ANALYSIS:</b> Approach and Use of Process or Tools	Competitor uses a clear, logical approach to solve the problem, with strong identification of processes and tools relevant to facility management.	Competitor explains a reasonable approach using appropriate tools or methods; shows thoughtful analysis.	Competitor offers a limited or inconsistent approach, mentioning few tools or methods.	Competitor offers little to no approach; lacks clarity or relevant problem-solving methods.	
<b>SOLUTION:</b> Realism, Logic, and Creativity	Solution is well-developed, realistic, and clearly supported by critical thinking. Multiple options or perspectives are considered.	Solution is feasible and logical, showing some creativity and good decision-making.	Solution is partially thought out, may lack detail or realism, and shows limited problem-solving.	Solution is incomplete or not feasible; minimal evidence of logic or critical thought. □	
<b>PRESENTATION:</b> Communication and Delivery	Competitor communicates clearly and confidently, with poise, structure, and engaging delivery.	Competitor communicates effectively with minor issues in clarity or pacing.	Competitor delivery lacks clarity or confidence at times; some key ideas may be hard to follow.	Competitor struggles to clearly express ideas or maintain structure in delivery.	
<b>DIALOG:</b> Responsiveness and Engagement	Competitor thoughtfully responds to questions, demonstrating reflection and building upon the presentation meaningfully.	Competitor responds to questions with general understanding and supports the overall presentation.	Competitor gives short or uncertain responses; only some engagement with judge prompts.	Competitor struggles to respond clearly to questions or expand on ideas.	
<b>TOTAL OUT OF 600 POSSIBLE</b>					

## FM Challenge

	<b>COMPREHENSIVE 125-113</b>	<b>COMPETENT 112-100</b>	<b>DEVELOPING 99-87</b>	<b>BEGINNING 86-38</b>	<b>Score</b>
<b>ACTION:</b> Taking Decisive Steps	Competitor quickly identifies the issue and takes initiative to investigate and act using FM-related thinking and resources.	Competitor identifies the issue with some delay but begins taking action using logical reasoning.	Competitor hesitates in identifying the issue or in acting; some attempt at resolution is made.	Competitor is unsure how to respond, with limited ideas or delayed engagement.	
<b>RESOLUTION:</b> Problem Solving for the Best Outcome	Competitor follows a clear process to prioritize and solve the emergency, demonstrating solid judgment and appropriate resource use.	Competitor outlines a reasonable plan with some prioritization and use of resources to address the issue.	Competitor addresses parts of the problem, but the solution is not fully developed or lacks prioritization.	Competitor is unsure how to prioritize or act; the response lacks clarity or direction.	
<b>TOTAL OUT OF 250 POSSIBLE</b>					
SUBTOTAL out of 850 Pts Max					
Test Scores (150 Max)					
<b>Inappropriate Dress: - 10 points (ENTER AS NEGATIVE NUMBER)</b>					-
<b>No Resume: - 10 points (ENTER AS NEGATIVE NUMBER)</b>					-
<b>1,000 Point TOTAL</b>					
<b>FM Challenge Questions to be answered in presentation:</b>					
<b>1</b>	<b>What action is first and foremost on your list?</b>				
<b>2</b>	<b>What resources (people, place, things, services) will be used?</b>				
<b>3</b>	<b>How can we prevent or limit its occurrence or impact in the future?</b>				



## Facilithon Practice Quiz

1. Which of these is NOT part of a facility security system?
  - a. Card Readers
  - b. Cameras
  - c. Fences
  - d. Fire Pull Station
2. What's the most important part of a good Emergency Plan?
  - a. Calling tree
  - b. Regular practice
  - c. Participant education
  - d. Command center
3. Why is listening important in communication?
  - a. To correct the speaker
  - b. To better understand the message
  - c. To prepare your next response
  - d. To win the conversation
4. Why is preventive maintenance important?
  - a. It minimizes emergency repairs
  - b. It wastes resources
  - c. It is a requirement for all buildings by law
  - d. It keeps staff busy
5. An electrical panel falls under which of the following categories?
  - a. Building structure
  - b. Building grounds
  - c. Building systems
  - d. Building furniture, fixtures and equipment
6. What is the importance of building security?
  - a. Provide work for night security workers
  - b. Prevent energy loss
  - c. Help with way-finding
  - d. Protect the people and the property
7. What is the main purpose of a fire drill?
  - a. To practice building repairs
  - b. To test the fire alarm
  - c. To practice how to evacuate in case of emergency
  - d. To check if the sprinklers work properly

8. What should a leader do when faced with a challenge?
- a. Have a meeting
  - b. Blame the team
  - c. Develop a solution
  - d. Call their boss
9. How could you reduce your indoor water use at school?
- a. Install low-flow shower heads
  - b. Use ENERGY STAR kitchen equipment
  - c. Install low-flow flush fixtures
  - d. All of these
10. What does HVAC stand for in facility management?
- a. Heating, Ventilation, and Air Conditioning
  - b. High Voltage Access Control
  - c. Heavy Vehicle Access Control
  - d. Home Ventilation Air Conditioning
11. What should a facility manager do before hiring contractors for building repairs?
- a. Check their qualifications and references
  - b. Hire the cheapest option
  - c. Let the contractors work without supervision
  - d. Delay the repairs and hope for the best
12. Which of these is an important aspect of facility security?
- a. Opening windows
  - b. Locking doors and monitoring access
  - c. Turning off all lights
  - d. Installing fake security cameras
13. What is the most important element of effective communication?
- a. Clear messaging
  - b. Loud speaking
  - c. Fancy words
  - d. Speaking fast
14. What is the importance of an emergency evacuation plan?
- a. Assist occupants in quickly exiting the building
  - b. Allow the fire department to check the building
  - c. Protect building contents
  - d. Assist fire department in fighting fires
15. Which of these is NOT a benefit of good indoor air quality?
- a. Greater avoidance of airborne contaminants
  - b. Greater comfort during class
  - c. Improved energy management
  - d. Protection against bugs
16. What building rating system relates to green buildings?
- a. Well Rating
  - b. LEED
  - c. International Building Code
  - d. NFPA
17. What is the best way to isolate your faucet from the rest of the water piping so you can do work on the sink?

- a. Close its shutoff valve
  - b. Replace the faucet
  - c. Remove the faucet
18. Why are inspections important in facility management?
- a. To make sure employees are working
  - b. To identify potential issues before they become problems
19. Which of the following events affects a building?
- a. Freeze - thaw
  - b. Earthquake
  - c. Extreme Hot or Cold
20. How can facility managers help reduce the environmental impact of buildings?
- a. By turning off the lights during the day
  - b. By installing energy-efficient systems and reducing waste
21. Which of these is a key consideration in space planning?
- a. How much paint is used in a room
  - b. Efficient use of the available space
  - c. How many windows are in the room
22. What is the main role of a leader?
- a. To control
  - b. To inspire
  - c. To criticize
23. Which of the following can help reduce communication errors?
- a. Using unclear terms
  - b. Speaking over others
  - c. Using visual aids
24. What is a Project Manager's ultimate goal?
- a. A lot of precise steps
  - b. Predictable outcomes
  - c. Satisfied vendors
25. A construction project is planned to take place nearby while school is in session. A school facility manager will first...
- a. Ask for funds to build noise barriers.
  - b. Contact a pest control service to guard against rats.
  - c. Hold a news conference concerning risks to students and the school building.
- d. Turn off the faucet
- c. To ensure vending machines are full
  - d. To meet all contractual requirements
- d. All of these
- c. Turn off heating systems in winter
  - d. By making buildings bigger
- d. The color of the carpets
- d. To avoid risk
- d. Ignoring feedback
- d. Measurable errors
- d. Meet with school and local officials to avoid hazards and inconveniences affecting the school.



## Facilithon Practice Quiz - Answer Key

- |      |       |       |
|------|-------|-------|
| 1. D | 10. A | 19. D |
| 2. B | 11. A | 20. B |
| 3. B | 12. B | 21. B |
| 4. A | 13. A | 22. B |
| 5. C | 14. A | 23. C |
| 6. D | 15. D | 24. B |
| 7. C | 16. B | 25. D |
| 8. C | 17. A |       |
| 9. D | 18. B |       |

## **Guiding Questions for the General Scenario – Fun Park**

### **1. Scenario Comprehension:**

- What are the key facilities, services, and partnerships involved in managing the Superhero Fun Park?
- How do the park's operational needs vary based on events like holiday weekends or birthday parties?
- What are the most critical risks or challenges that could disrupt operations at the park?

### **2. Budget and Staffing Challenges:**

- How might the increase in minimum wage impact the park's budget and staffing structure?
- What creative strategies could you use to manage costs while maintaining guest satisfaction?

### **3. Vendor and Contractor Management:**

- How do the park's reliance on external vendors and contractors (e.g., We Ride, Food For All) impact its operations?
- What contingency plans should you have in place for vendor or contractor issues?

## **Challenge A: Food Service Vendor Shutdown**

### **1. Immediate Response:**

- What steps would you take to ensure guests have access to food services during the weekend event?
- How would you communicate the change to guests and mitigate negative feedback?

### **2. Resource Allocation:**

- What alternative food service options could be quickly arranged (e.g., food trucks, catering)?
- Which staff or contractors could assist in coordinating temporary food solutions?

### **3. Prevention Strategies:**

- What long-term measures could reduce the risk of future vendor shutdowns?
- How can you build stronger partnerships or redundancy in your vendor network?

## **Challenge B: Ride Maintenance Crisis**

### **1. Immediate Response:**

- How would you determine which rides to prioritize for inspection and maintenance?
- How and what would you communicate about the unavailable rides to guests?

### **2. Resource Allocation:**

- What internal or external resources could you leverage to address the maintenance backlog?
- Could additional staff training or third-party support be used as a stopgap measure?

### **3. Prevention Strategies:**

- How could you adjust maintenance contracts to avoid this type of situation in the future?
- What processes or systems could improve oversight of ride maintenance?

## **Challenge C: Storm Damage**

### **1. Immediate Response:**

- What steps would you take to address immediate safety concerns from flooding and fallen trees?
- How would you prioritize cleanup efforts to minimize disruption to park activities?

### **2. Resource Allocation:**

- Who would you involve to manage the cleanup and repair process (e.g., Greenspace, external contractors)?

- What equipment or tools would be essential for a quick resolution?

### **3. Prevention Strategies:**

- How could regular inspections or landscaping practices reduce storm-related risks?
- What emergency response plans could improve preparedness for weather-related incidents?

## **Challenge D: Go-Kart Safety Incident**

### **1. Immediate Response:**

- What is your immediate course of action to address the injured teenager's needs and to ensure the safety of other guests?
- How would you investigate the mechanical failure and determine whether the go-karts can continue operating?

### **2. Resource Allocation:**

- Which contractors, staff, or experts would you involve in addressing the issue?
- What communication strategies would you use to inform affected parties and manage public perception?

### **3. Prevention Strategies:**

- What processes could ensure more rigorous and frequent inspections of go-karts?
- How can you improve contractor accountability for equipment safety?

## **Guiding Questions for the General Scenario - Hotel**

### **1. Scenario Comprehension:**

- What are the key operational challenges in managing a last-minute event in a hotel setting?
- How do the hotel's layout and staffing levels influence your preparation and response plans?
- What safety, legal, and customer satisfaction considerations are most critical in this scenario?

### **2. Event Preparation:**

- How will you ensure the space is prepared within the two-hour timeframe?
- What strategies can you use to optimize existing staff and resources to handle the event?
- How will you coordinate with the event organizer to meet their expectations?

### **3. Preventive Planning:**

- What systems or processes could help anticipate and manage last-minute requests like this in the future?
- How might you train staff to handle high-pressure situations effectively?

## **Challenge A: Fire Alarm Disruption**

### **1. Immediate Response:**

- What steps would you take to verify the alarm's cause and ensure guest safety?
- How will you manage communication with guests to minimize panic and confusion?

### **2. Resource Allocation:**

- Which staff or external services (e.g., fire department) would be critical in addressing the situation?

- What temporary measures could you implement to resume the celebration after the disruption?

### **3. Prevention Strategies:**

- How can you enforce designated smoking areas more effectively?
- What technologies or protocols could reduce false alarms or improve response times?

## **Challenge B: Guest Collapse in Bar Area**

### **1. Immediate Response:**

- How would you assess the situation and prioritize the guest's health and safety?
- What steps should you take to secure the area and avoid further disruption?

### **2. Resource Allocation:**

- Who should you contact immediately (e.g., medical staff, emergency services)?
- What resources (e.g., first aid kits, AEDs, trained staff) are necessary for such situations?

### **3. Prevention Strategies:**

- What training or resources can you provide to staff to handle medical emergencies effectively?
- How might you monitor and manage alcohol service to prevent overconsumption?

## **Challenge C: Overcapacity in Event Space**

### **1. Immediate Response:**

- How would you handle the situation to comply with fire code regulations and maintain safety?
- What strategies could you use to manage the flow of guests without causing frustration or chaos?

### **2. Resource Allocation:**

- Which staff or services (e.g., security personnel) would be essential to monitor and manage capacity?
- What alternative spaces or solutions could you provide to accommodate overflow guests?

### **3. Prevention Strategies:**

- How can you improve guest count estimation and capacity planning for future events?
- What tools or protocols (e.g., guest list management, ticketing systems) could help prevent overcapacity?

## **Challenge D: Oven Breakdown in Kitchen**

### **1. Immediate Response:**

- How would you adapt the kitchen's workflow to continue food service with the broken oven?
- What communication would you have with staff, guests, or the event coordinator about potential delays?

### **2. Resource Allocation:**

- What equipment, staff, or external services (e.g., rental equipment, caterers, affiliated hotels) could help resolve or mitigate the issue?
- Who among your staff could take on additional roles to maintain food service?

### **3. Prevention Strategies:**

- How can regular maintenance schedules reduce the risk of equipment failure?
- What contingency plans or backup equipment could you keep on hand for such emergencies?

## **Guiding Questions for the General Scenario - School**

### **1. Scenario Comprehension:**

- What are the key areas and facilities involved in hosting the divisional swim championship?
- How do you prioritize visitor needs while ensuring regular school activities are unaffected?
- What challenges might arise when balancing a special event and daily school operations?

### **2. Preparation and Planning:**

- What preventive measures should you implement to prepare the pool facility for visitors?
- How will you ensure adequate staffing for both the event and regular school activities?
- How would you coordinate with event organizers and school staff to address potential issues?

## **Challenge A: Lighting Issue**

### **1. Immediate Response:**

- How will you quickly determine the cause of the lighting issue?
- Who would you contact to address the electrical problem promptly?
- What temporary solutions could you use to ensure safety and functionality during the event?

### **2. Resource Allocation:**

- What tools and personnel are required to fix the lighting problem?
- How do you communicate the issue to visitors and event organizers while minimizing disruption?

### **3. Prevention Strategies:**

- How can routine maintenance schedules reduce the likelihood of such issues in the future?
- What contingency plans could you create for electrical problems during critical events?

## **Challenge B: Parking Lot Overcrowding**

### **1. Immediate Response:**

- How would you manage unauthorized parking while maintaining safety and accessibility?
- What steps can you take to ensure emergency lanes remain clear?

### **2. Resource Allocation:**

- Who should you involve to manage parking effectively (e.g., security, local traffic management)?
- What temporary signage or communication strategies could help guide visitors?

### **3. Prevention Strategies:**

- How can you adjust parking plans for future events to prevent overcrowding?
- What technologies or tools (e.g., parking apps, overflow parking arrangements) could help?

## **Challenge C: Restroom Supply Shortages**

### **1. Immediate Response:**

- How would you address restroom supply shortages during the event?
- What backup supplies or personnel could you deploy quickly?

### **2. Resource Allocation:**

- How do you communicate with custodial staff to replenish supplies in real-time?
- What vendors or suppliers might assist in providing emergency restocking?

### **3. Prevention Strategies:**

- How can monitoring usage patterns help plan for future supply needs?

- What systems could you implement to track supply levels during high-traffic events?

## **Challenge D: HVAC System Failure**

### **1. Immediate Response:**

- How will you identify the specific issue with the HVAC system?
- What measures can you take to manage guest comfort while the issue is resolved?

### **2. Resource Allocation:**

- Who are the key contacts (e.g., HVAC technicians, maintenance staff) to address the problem?
- What temporary solutions (e.g., portable fans, heaters) could you use during the event?

### **3. Prevention Strategies:**

- What routine checks and maintenance could prevent future HVAC failures?
- How could you integrate real-time monitoring systems to detect HVAC issues early?