



## **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?



## **Hotel - Role Play Scenario**

You are the facility manager for a prominent hotel in your city. The facility has 402 rooms, 2 restaurants and 1 bar. Your daytime staff is 25 (8 housekeepers, 2 maintenance mechanics, 1 electrician, a restaurant/bar manager, 8 restaurant and bar staff, 1 security officer, and 4 front office staff), and your evening staff is 22 (2 housekeepers, 1 maintenance mechanic, a restaurant/bar manager, 15 restaurant and bar staff, 1 security officer, and 2 front office staff). Your city is hosting the final game of a championship series and the visiting team staying in your hotel expects to be the winner.

At 6:00 p.m., their event coordinator has contacted you to buy out one of the in-hotel restaurants and have a post-game celebration starting in 2 hours (8:00 p.m.). The occupancy limit of the restaurant is 307 per fire code. You can combine it with the bar and part of the lobby fireplace area to increase capacity to 400.

- 1) How do you prepare your space, staff, and security to be able to handle the last-minute event?
- 2) What additional resources will you find necessary to ensure a successful event?



## Hotel Scenario FM Challenge A

At 10:00 p.m., a guest smoking in a non-designated area accidentally triggers the hotel's fire alarm system. The noise disrupts the celebration and causes panic.

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



## Hotel Scenario FM Challenge B

At 9:30 p.m., a guest collapses in the bar area, possibly due to intoxication or a medical condition.

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



## Hotel Scenario FM Challenge C

At 9:00 p.m., more guests arrive than anticipated, and the combined capacity of 400 is exceeded, risking a fire code violation and safety hazards.

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



## Hotel Scenario FM Challenge D

At 7:00 p.m., just as the kitchen staff starts preparing for the influx of guests, the main commercial oven breaks down. This could severely impact the speed and volume of food service.

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



## **Fun Park - Role Play Scenario**

Background: You are the facility manager of 30-year-old Superhero Fun Park, a weekend amusement park with 15 ticketed rides, a pony ride area, a food court and picnic area, a games arcade with 20 games, and a small racetrack with go-karts for teens. A typical weekend sees 1,000 paying guests per day. A major component of your attendance is from special events such as birthday parties and from holiday weekends, when you sometimes open for an extra day. Your facilities are inspected regularly by several public agencies, including mechanical inspection of the rides, food inspectors, sanitation inspectors, and city building inspectors. The state dictates that only those over the age of 13 can drive the go-carts. You contract with We Ride to maintain the rides and arcade games, with Food For All to provide the food court service and with We Sparkle to clean your restrooms and other buildings. Another contractor, Greenspace, maintains the grounds, sweeping or blowing hard surfaces, mowing, and weeding green spaces. You employ two supervisors, one of whom oversees 40 part-time workers to run the rides. The other supervises 6 part-time workers to staff the ticket booths and is the daily contact for the contracted services. The pony rides and the go-cart activity are provided by separate outside contractors, who are paid directly by the customers who use them.

Situation: Your state has mandated a minimum wage increase for your part-time workers that will take effect in 3 months. This increased cost will be too high for you to balance your budget with the current number of staff and customers. What options might you have to meet this new requirement and keep the park operating?



## Fun Park - FM Challenge A

Food For All, the company that provides food court services at the Superhero Fun Park has failed several food safety inspections and told you on Wednesday that they have gone out of business. What could you do to satisfy your customers during the upcoming weekend and comply with food safety regulations?

- 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?



## Fun Park - FM Challenge B

We Ride, the contractor responsible for maintaining the rides and arcade games, has informed you that they cannot perform scheduled maintenance on two of your most popular rides this week due to staffing shortages. These rides must pass inspection to operate safely.

- 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?



## Fun Park - FM Challenge C

A sudden storm during the week has caused significant flooding in the picnic area and uprooted several trees near the pony ride area. This has also left debris on walkways and caused minor damage to the racetrack. Guests are expected for a large birthday event this weekend.

- 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?



## Fun Park - FM Challenge D

A teenager was injured while driving a go-kart due to what appears to be a mechanical failure. This incident has raised concerns about the safety of the go-karts and compliance with state regulations.

- 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?