DIVISION	INTEGRATED FACILITIES SERVICES (IFS)	DATE OF OJT	
PROJECT NAME	MAPLETREE	PROJECT SITE	
NAME OF STAFF		EMPLOYEE ID	

OJT CHECKLIST			
☐	**Orientation /Introduction**		Person In-Charge
	1	Short briefing on Company's policies and general procedures	Property Manager /Asst. Property Manager/ Admin
	2	Working hours and Attendance policies	
	3	Training a. First Aid b. CERT T c. CBM In-House d. Quarterly/Bi-Annual Refresher e. Others	
☐	**In-House Rules**		
	1	Maintain professional attitude towards clients, tenants and colleagues at all times	Property Manager /Asst. Property Manager
	2	To seek client's permission in writing before releasing information such as CCTV footage and drawing to a 3rd party	
	3	<u>Timely response to complaint</u> i. Response to Written Complaint a. Within 3 Working days ii. <u>Feedback on breakdown of building services</u> a. To acknowledge tenant's complaint/feedback within 1hr for telephone call and within 1 day for written feedback like e-mails b. To resolve complaints within 2 working days or provide interim solution/reply c. To completely resolve complaint or develop solution within 3 weeks	
	4	Call-Out Time i. Critical - 1/2 hr ii. Urgent - 1 hr iii. Normal 4hrs	

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	5	Proper documentation and filing of all reports by the 7th day of the month	
	6	Well-groomed, neatly dressed and clean at all times	Property Manager /Asst. Property Manager
	7	Punctuality is of paramount importance. Tardiness will invite LD	
	8	Expected to attend to emergency matters after office hours. To remain contactable 24/7	
	9	Inform client immediately if there is any incident. Submit Incident Report by the next working day	
	10	Good knowledge of site matters and report during internal/ client meeting	
	11	Leave to be approved only when there is a covering officer. Annual leave (AL) must be applied minimally three (3) working days in advance, else it will be treated as urgent leave. If AL is taken on a half working day, it is considered as a full day AL.	
	12	Inform PM/APM immediately should you need to be absent from work	
	13	No work shall be executed outside working hours without the consent of the client. Client's consent to be obtained via writing or whatsapp communication	
☐	**Performance Management & Reviews**		
☐	**Duties and Responsibilites / Job Scope**		
☐	**Contract Specifications and Deliverables**		
☐	**Familiarization of amenities/facilities within and around the building**		Property Executive/ Technical Executive
☐	**Introuduction to clients and tenants**		
☐	**Familiarization with all vendors and their maintenance servicing contracts**		
☐	**Basic Operations of Equipment/Machines on site**		
☐	**Emergency Response Procedures**		
☐	**Key Control Policy**		

Acknowledged by			
	Name & Designation	Date	Signature