

Customer Care Training



Partnership Meetings
Auxiliary Customers

“We are UH”

Normal Work Schedule

- For Custodial Staff there are three shifts operational seven days per week:
 - Day Shift 6:00 a.m. - 2:30 p.m.
 - Evening Shift 2:30 p.m. - 11:00 p.m.
 - Night Shift 10:00 p.m. - 6:30 a.m.
- For Maintenance Staff there are three shifts :
 - Day Shift 7:00 a.m. - 3:30 p.m.
 - Day (Swing Shift) 9:30 a.m. - 6:00 p.m.
 - Evening Shift 2:30 p.m. - 11:00 p.m.
- Rest Breaks
 - Two fifteen (15) minute rest breaks are allowed. One is to be taken during the first half of your shift, the other during the second half. **For reasons of building security, you are required to take your breaks in your own building, and in a public area.**
- Lunch Period
 - A half hour (30 minutes) is allowed for your lunch period

Duty Roster

UNIVERSITY of HOUSTON

PLANT OPERATIONS

UH Facilities

Emergency Duty Roster Aug 15 - Aug 21

Duty Supervisor	Carlos Villarreal	713-206-7921
*Central Plant		713-743-5791
Facilities Service Center		713-743-4948
Campus Police		713-743-3333
Carlos Villarreal (Auxiliary Facilities)		713-206-7921
Sameer Kapleshwari (escalated emergency)		713-742-3069
Cynthia Ramos (Wortham House emergency)		713-398-4356
Cotton USA (Emergency Restoration)		877-511-2962
Michael Cole (Cotton- Acct Rep)		832-347-3719
ITAC		713-743-2700
Envir Health & Risk Mgmt:		
Bob Schneller		281-236-6862
Lisa Benford-Biological Safety		281-794-7149
Otu Inyang- Radiation Safety		832-659-5898
Emmett Sullivan-Chemical/Environmental		713-412-7613

On holidays, weekends and after 10 pm weekdays, all problem calls must go through the *Central Plant first or via Customer Service 713-743-4948, (which will be automatically transferred to the Central Plant)

Area/Shop Supervisors

<u>Access Control/Lock Shop</u>		<u>Grounds</u>	
Jesse Caltzontzint	713-822-8593	David Banks	281-224-9610 713-466-6749
		Theron Mathis	281-713-0912
<u>Electric</u>		<u>Skilled Trades</u>	
Karl Keilbach	772-626-4657	Steve Wright	832-515-4070
Dale Tubb	713-828-5084		
<u>Fire Alarm</u>		<u>Unl. Serv. Bldg. Mech. Repairs</u>	
Arthur Hajecate	832-465-4439	Jesus Gonzalez	832-657-9595 713-921-2198

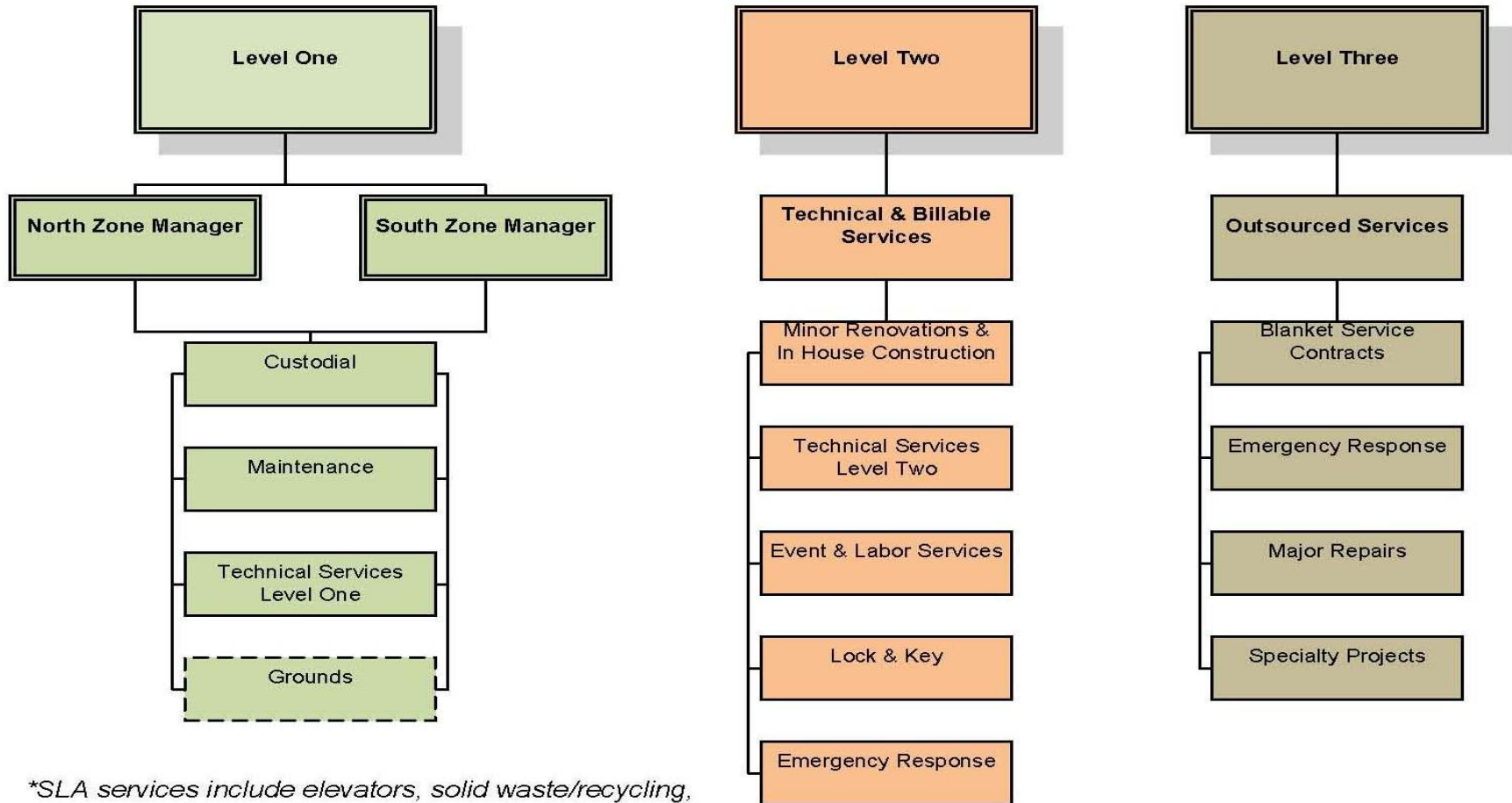
Campus (E & G) On-call Duty

Custodial (weekend)	Nicolas Lara	832-258-8177
Electric	Gerardo Inivan	281-895-8018 832-606-4854
Elevator	Mike Aguilar	713-820-7878
Emecs	Romero Casso	832-577-3849
Fire Alarm	Nhi Luong	281-240-1873 281-435-4701
Plumbing/Skilled Trades	Sam Mayo	832-278-7711
U.S. Mech.	John Robertson	713-463-9523 281-660-2618

Auxiliary On-call Duty

Residence Life and Housing		
UC & Affiliates		
Campus Rec & Wellness	Henry Anderson	281-831-0916
Athletic Facilities	Alan Villavasso	713-825-9385

FM Functional Zone Model



**SLA services include elevators, solid waste/recycling, pest control, grounds and any annual buy up services. The SLA's will be co-managed by Level One and Two.*

Service Levels

LEVEL ONE (Response Locally)	LEVEL TWO (Campus Support/Contractor)	LEVEL THREE (Emergency Responders)
Routine Maintenance	Continued System Issues	Life Safety
Minor repairs	Fire alarm	Supporting Services
Minor Floods	Elevator	Fire/Flood/Death
	HVAC & Controls	Structural Failure
	Electrical infrastructure	Natural Disasters
	Security Alarm	Terrorism
	Building Access	Hazmat Incidents
	Security (doors and windows)	
	Event Setup (billable)	

Level 1 Maintenance duties

- See level-1 custodial and maintenance staff training

Level 1 Training

- See level-1 custodial and maintenance staff training

Q&A