

# Estates Facilities Management Newsletter

Volume 3, Issue 11

March 2013

# LSE

## Estates Division Facilities Management

London School of Economics and Political Science

# Estates Facilities Management

# Newsletter



## Editor's blog on anything

I found it really difficult to come up with an interesting topic to present in this month's blog. The news is not inspiring—there is threat of a triple dip recession and complete disagreement to what the right way forward is—austerity vs. state investment. The Chancellor did not have much good news in the new budget.

So, I thought, I would take the ostrich approach and talk about the recent explosion of good quality films that have been on our big and small screens recently.

For a few years now quality

programmes and films were not exactly the dominant feature at the cinemas and on TV. So if you did not want to get engaged with action movies and reality TV (I appreciate they are entertaining in their own right), there really was not much choice. And all of a sudden we had *Les Misérables*, *The Life of Pi*, *Lincoln*, *Hitchcock*, *Argo* all coming out in a few weeks of each other as well as *Dancing on the Edge*, *Broadchurch*, *Mr Selfridge* and *Ripper Street* on TV.

What happened? It took a while, but it seems the world remembered that talent is what is important for long term

success. People lost interest and stopped watching what was on, so the industry had to fight back.

The same will need to happen with the food industry as well. This constant pursuit for the next cheap product and deal led them to the 'horse meat' scandal.

It is a lesson to all of us here, you do not need to invent the wheel, just learn from past mistakes and look for long term success and the bigger picture, although this may come at a price. It will be worth it.

## Green Impact update!

This month our Green Impact team focused their efforts on Easter—eating yummy Fairtrade food, saving paper and recycling - we have been **re-lovin'** it!

On 15th March, we raised £78.25 for Comic Relief, by joining the Lunch Munch: Cook for a Country event where staff cooked a dish from a favourite country and staff donated to sample the culinary delights created by various members of staff.



In addition we sponsored Francesca and Terri to have a day of silence. As Terri wrote: "Dig deep as this is killing me". We did—£220 and counting, it was money well spent!



A wise Physician said,  
The best medicine for humans is  
"CARE and LOVE"  
Someone asked, if it doesn't work ?  
He smiled and answered  
"INCREASE THE DOSE"

This newsletter is distributed by email and available on the internet to subscribers and regular users of Help Desk. We very much hope you like reading it, however should you like to unsubscribe from this newsletter please reply to the original email with 'unsubscribe' in the headline.



## STAFF NOTICE

### School Closure: 28/3/13 to 3/4/13 inclusive.

We would like to inform all staff of the access arrangements during the Easter Closure period:

- the School is due to close at the end of the working day on Wednesday 27<sup>th</sup> March 2013 and open again for business on Thursday 4<sup>th</sup> April 2013.
- There will be **no** access to School buildings on Friday 29<sup>th</sup> March 2013 & Monday 1<sup>st</sup> April 2013.
- Emergencies will be dealt with by a "skeleton" Security service on duty at the Old Building reception.
- There will be limited swipe access to buildings for Staff based on their current level of access as stated in table below:

DATE	7AM- 9.30PM	8AM – 5PM
THURS 28/3/13	YES	
FRI 29/3/13	NO ACCESS	
SAT 30/3/13		YES
SUN 31/3/13		YES
MON 1/4/13	NO ACCESS	
TUES 2/04/13	YES	
WEDS 3/04/13	YES	

We recommend that during the Easter Closure Staff only attend for work if absolutely necessary on the days between Thursday 28<sup>th</sup> March 2013 and Wednesday 3<sup>rd</sup> April 2013 inclusive.

- LSE Staff working in **Aldwych House** will need to give the building security staff advanced notice if they wish to attend for work on Saturday 30<sup>th</sup> March 2013 & Sunday 31<sup>st</sup> March 2013.
- For **Library** opening times, see link below: -

DATE	
THURS 28/3/13	Closes at midnight
FRI 29/3/13	NO ACCESS
SAT 30/3/13	NO ACCESS
SUN 31/3/13	NO ACCESS
MON 1/4/13	NO ACCESS
TUES 2/04/13	10.00am – 9.00pm
WEDS 3/04/13	10.00am – 9.00pm
THU 4/4/13	Resume 24 hour opening from 8am

For your information, Student access is covered in a similar notice which will be advertised at the following locations:  
 LSE Security Website  
 SU Website  
 Plasma Screens in entrances to School buildings across the School site.

Thank you for your co-operation and enjoy the holidays!

LSE Security  
 14 March 2013



## Customer Service Excellence Training

The Customer Service Excellence Training started with two out of ten days completed. So far the feedback is very positive with people commenting that the training was enjoyable, the presenter was very likeable and staff felt that they had an overall very positive experience. We look forward to the remainder of the staff attending their dates.

The Customer Service Excellence training forms part of our continuous business improvement plan.

Job number 170377.01

Excellent job - many thanks to Tony for keeping us in the loop about the progress of the job. Our member of academic staff whose door he was fixing was particularly impressed by the level of professionalism and courtesy throughout.

For full details of the Easter Programme below and a more legible copy of this list please visit our web page:  
<http://www2.lse.ac.uk/intranet/LSEServices/estatesDivision/buildingAndConstruction/home.aspx>

## LSE ESTATES - Easter Programme 2013

Students Recess 25 March - 28 April

Staff Recess 28 March - 3 April

[illegible]





WORKING TOGETHER TO MAKE THE CAMPUS A BETTER PLACE

If you need a repair or notice a fault with our facilities, e.g. lights not working, dripping taps, leaks, blocked toilets/sinks, trip hazards, broken locks, lift out of service, unsafe practice etc.:

PLEASE CONTACT ESTATES HELP DESK  
OR REPORT IT TO ANY MEMBER OF THE ESTATES STAFF

**Estates Help Desk** - Mon-Fri 8.30am-5.00pm

**emergency:** ext. 2444, communal phones dial #6244; DD: 020 7831 8713

**Submit a request** via the web link: Estates-Help Desk- **Service Request Forms**

**general enquiries:** ext. 7956 or ext.6415

**email:** [estates-help-desk@lse.ac.uk](mailto:estates-help-desk@lse.ac.uk)

**www:** [www.lse.ac.uk/EstatesDivision/HelpdeskAndServices/Helpdesk](http://www.lse.ac.uk/EstatesDivision/HelpdeskAndServices/Helpdesk)

**Security:** **Weekends, Holidays and Out of hours:** ext. 2000

Where possible we will assist you, if we cannot – we will tell you why.  
All jobs are prioritised based on merit and SLAs are subject to emergencies, workload & staff availability.

**LSE** Estates Division  
Facilities Management

#### Emergencies / Urgent

##### Contact Help Desk

- Ext. 2444

##### Out of hours contact - Security

- Ext. 2000

##### Contingency procedure

- Visit the Estates Help Desk web page for forms and user notes

#### Submit a service request

##### Contact Help Desk

- Web Service Request Forms

##### Contact Help Desk (if the web page is down)

- Ext. 7956  
- [Estates-help-desk@lse.ac.uk](mailto:Estates-help-desk@lse.ac.uk)

#### Queries / Feedback / General Information

##### Contact Help Desk

- Ext. 7956  
- [Estates.follow-up-jobs@lse.ac.uk](mailto:Estates.follow-up-jobs@lse.ac.uk)

##### Contact the Customer Services Manager

- Ext. 7778  
- [A.Ahjem@lse.ac.uk](mailto:A.Ahjem@lse.ac.uk)  
- Feedback Form

##### Visit our web page

- Response Times  
- Quick Reference  
- News

**LSE** Estates Division

For more information please visit our web page at:

<http://www.lse.ac.uk/EstatesDivision/HelpdeskAndServices/Helpdesk/home.aspx>

### A List of the strangest job interview answers:

1. Being asked about the reasons why he quit his last position in a bank, a candidate said it was because he was always tempted to steal.
2. Another jobseeker denied that he had a cell phone with him even though it could be heard ringing in the briefcase beside him.
3. The next candidate emptied the employer's candy dish into her pocket.
4. This applicant was quite honest about his weaknesses. He said he didn't like getting up early and didn't like to read.
5. Trying to hide away from the taxman? The candidate asked to be paid "under the table."
6. He must have meant it as a friendly gesture. The candidate reached over and placed a hand on the interviewer's knee.
7. The candidate commented that he would do whatever it takes to get the job done, legal or not.
8. Another candidate asked to postpone the start date so she could still get holiday gifts from vendors at her current job.
9. This job applicant called in sick to her current employer during the interview, faking an illness.
10. The candidate said he didn't want the job if he had to work a lot.
11. The next jobseeker



wouldn't answer a question because he thought they would steal his idea and not hire him.

And they wondered why they did not get the job!?

### Razzies "Parent of the month" award



The Estates Facility Management Newsletter is compiled and edited by the Customer Service Manager and is published monthly.

For any related queries please contact Beni Ahjem on ext 7778 or by email [a.ahjem@lse.ac.uk](mailto:a.ahjem@lse.ac.uk)

