



## SERVICES & PROJECT HIGHLIGHTS

- Alignment of facility strategy with Institute long term goals and objectives
- Translation of hospitality industry principles into the higher education environment
- Detailed Stakeholder interviews
- One-on-one interviews/skills assessment of all supervisors and trade staff
- Review of work management practices , identification of skills gaps and areas for service improvement
- Identification of suggested Key Performance Indicators and best practices in landscaping, maintenance, housekeeping, operations
- Assessment of technology utilization
- Development of recommended organizational structure and implementation plan

## RESULTS

*A hallmark of MacKnight Associates' approach is our focus on quickly understanding the unique challenges of each client's operating environment and our ability to provide them with forthright assessments focused strategies and practical implementation plans.*