

Business & Facility Management

Content Outline	Resources
<p>Knowledge of public assembly facility management and operations.</p> <p>Knowledge of basic business principles as needed to complete strategic planning, determine ROI, institute cost controls, perform budgeting activities, and draft and execute contracts.</p> <p>Knowledge of supervisory and management techniques and practices.</p> <p>Knowledge of training and policy implementation to include identifying training needs, meeting staffing needs, conducting training, training techniques, etc.</p> <p>Knowledge of employee training techniques as needed to ensure all employees are adequately prepared to perform assigned duties and responsibilities.</p> <p>Knowledge of principles and processes for providing customer and personal services to include customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.</p> <p>Knowledge of disciplinary procedures to include verbal and written counseling requirements and procedures.</p>	<p>Authoritative References</p> <p><i>Facility Management</i> by Edmond Rondeau, Robert Brown, and Paul Lapidés</p> <p><i>Business: A Practical Introduction</i> by Brian Williams, Stacey Sawyer, and Susan Berston</p> <p><i>Essentials of Contemporary Management</i> by Gareth Jones and Jennifer Jones</p> <p><i>HR</i> by Angelo DeNisi and Ricky Griffin</p> <p><i>Protective Measures Guide for Sports Leagues</i></p> <p><i>MGT 412: Sport and Special Event Evacuation and Training Exercise</i></p> <p><i>Security Management of Sports and Special Events</i> by Stacey Hall, Walter Cooper, Lou Marciani, and James McGee</p> <p><i>Customer Service Skills for Success</i> by Robert Lucas</p> <p><i>Enhanced Sports & Special Events Incident Management</i></p> <p>Relevant Courses</p> <p><i>FEMA ICS 100</i></p> <p><i>FEMA IS 230c</i></p> <p><i>FEMA IS 235b</i></p> <p><i>FEMA IS 242a</i></p> <p><i>ICS 200</i></p> <p><i>IS-906</i></p>

	<p><i>Senior Officials Workshop for All Hazard Preparedness: MGT 314</i></p> <p><i>Sport and Special Event Evacuation and Training Exercise: MGT 412</i></p> <p><i>Sport Event Risk Management: AWR 167</i></p> <p><i>Sports and Special Events Incident Management: MGT 404</i></p> <p><i>Threat and Risk Assessment: MGT 310</i></p>
--	--

NCS4 does not intend the lists to imply endorsement of the specific references and courses, nor are the test questions necessarily taken from the courses or references.