



PROJECT AND CONTRACT MANAGEMENT

Managing Service and Facilities Contracts

3 day course

Classroom, online or in-house

Course overview

Service contracts such as catering, cleaning, security, transport and grounds are managed by people whose main job is something else, and they leak value quietly for years. This course covers managing them properly. Delegates work through specifying a service by outcome rather than by activity, the service level agreement and the measures that make it enforceable, and pricing models including fixed price, cost plus and per unit. Monitoring and inspection regimes are covered, along with the performance deductions that give a service level agreement teeth. The course closes on managing the relationship, handling underperformance and running a retendering that gets a real market price.

What you will learn

- Specify a service by outcome rather than by listed activity
- Write a service level agreement with enforceable measures
- Select a pricing model appropriate to the service
- Design a monitoring and inspection regime that is affordable to run
- Apply performance deductions correctly
- Manage underperformance without losing the service
- Retender in a way that produces a genuine market price

Who should attend

- Facilities and services managers
- Contract administrators for service contracts
- Procurement staff buying services
- Site and operations managers
- Finance staff overseeing service spend

Course outline

- 01 Why service contracts leak value quietly
- 02 Specifying by outcome
- 03 Service level agreements and measures
- 04 Pricing models and their incentives
- 05 Monitoring and inspection
- 06 Performance deductions
- 07 Managing underperformance
- 08 Retendering for a real market price

Upcoming dates

Dates	Venue	Format	Fee per delegate
23 to 25 September 2026	Lagos, Nigeria	Classroom	USD 995
4 to 6 November 2026	Windhoek, Namibia	Classroom	R14,950
2 to 4 December 2026	Maputo, Mozambique	Classroom	USD 995
23 to 25 December 2026	Online	Online	R6,500



Fees and how to register

This 3 day course is **R6,500** per delegate online, **R14,950** in the classroom in South Africa, Botswana, Namibia, Lesotho and Eswatini, and **USD 995** in the classroom elsewhere in Africa. In-house training is quotation on request. Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afriscience.co.za, or WhatsApp us on **+27 63 479 1136**.

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