



Wailing Women Worldwide

# International Conference Training For the Nations

Step Up and Be Equipped To Serve



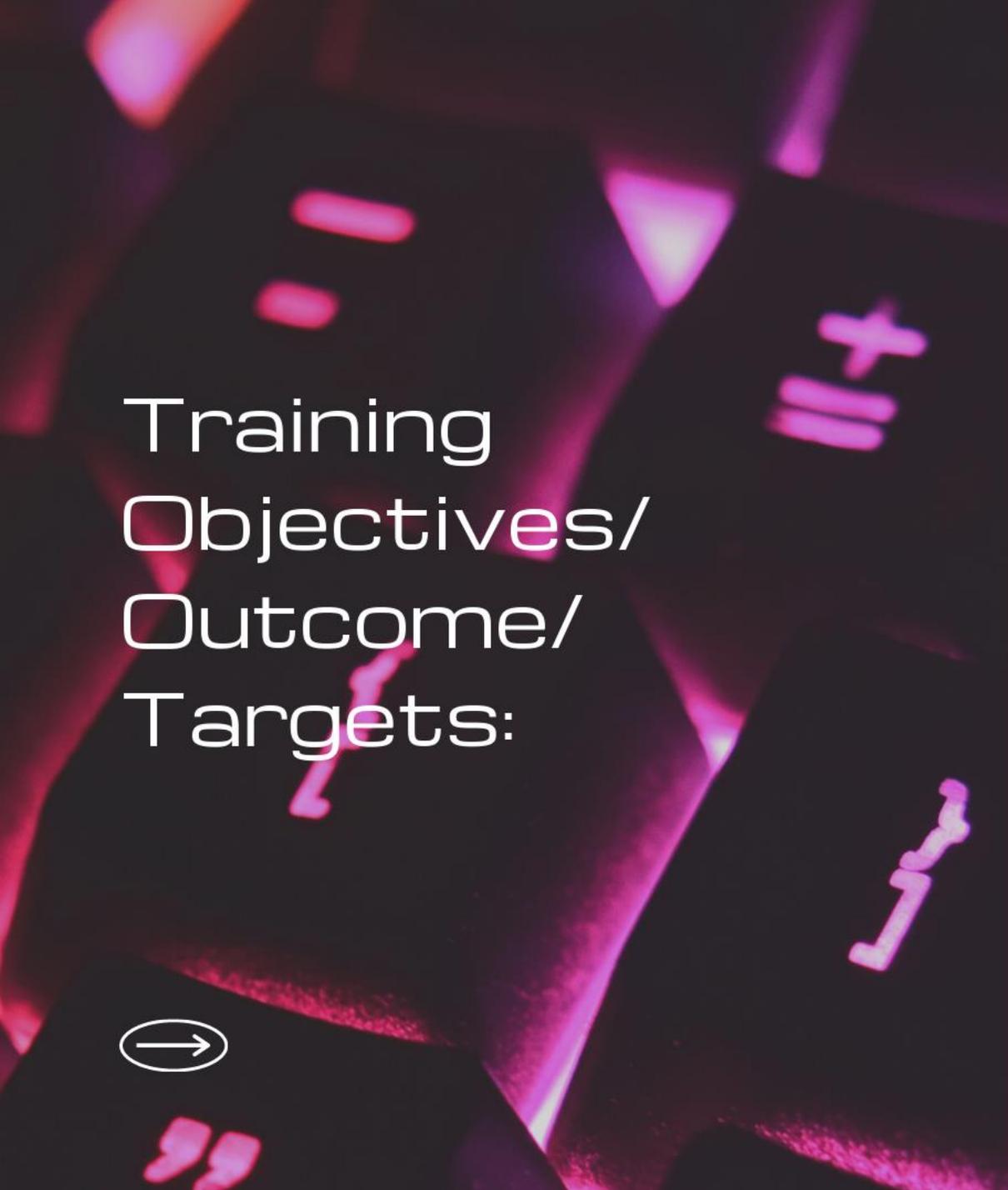


Topic:

**GENERAL SERVICES DEPARTMENT  
EFFECTIVE AND EFFICIENT SERVICE DELIVERY  
& VOLUNTEER EXPERIENCE**

Training Facilitator:

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# Training Objectives/ Outcome/ Targets:



## **Objectives:**

At the end of the training the participants should

1. Have a good sense safety standard.
2. Have basic working principle of the system.
3. Be able to trouble shoot along side a skilled hand
4. Be able comprehend the proffered solutions and subsequently take appropriate action.

## **OUTCOME/TARGET:**

TO IDENTIFY GREY AREAS AND THE DOWN TURNS OF OUR PREVIOUS PERFORMANCES AND ALSO TOOL, AND UP-SKILL OURSELVES TOWARDS EXCELLENT SERVICE DELIVERY



## Training Requirements:

- **A READY HEART**
- **TEAM SPIRIT**
- **A DEEP CRAVING FOR EXCELLENCE WHICH IS THE LIFESTYLE OF GOD WHO IS OUR STANDARD**
- **EVERYONE IDENTIFYING THEIR AREAS AND BRINGING TO BEAR THEIR TIME, TALENT AND TREASURE, IRRESPECTIVE OF THE COST OR WHEREVER IT LEADS**

# INTRODUCTION

As the name general services implies, we would be talking about the entire system. It's inter-woven in nature and how to keep it afloat and functional to meet with the demands for which it is set-up. For this purpose we will be using the following acronyms to qualify our objectives.

**DMT**~ Don't Miss a Thing.

**DAT**~ Don't Assume a Thing

For the purpose of this presentation we will focus mainly on

**Utility: Electricity and Water**

This **twins** beyond being fundamentals for every individual structure, have in this age and time become an invaluable integral part of our lives functionality and existence, hence it's provision and sustenance is imperative.



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# Overview:

- ~ Safety standards/practices.
- ~ Working principles
- ~ Possible failures
- ~ Response
- ~ Action Points



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# OUTLINE:

## Safety Standards

Electricity and water (**twins**) always meet, interface and mingle in most facilities hence establishing borders and boundaries is eminent.

## Water:

Watch out for leakages

Slipping

Flooding

Wastage



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# Outline: Continued

## Electricity :

Watch out for leakages

Electrocution

Wastage

## Working Principles:

Borehole ➡ Overhead Tank ➡ Facility  
(Electric Powered)



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# Outline. Continued

## Facility Inlets:

- \* Wash hand basin Taps
- \* Toilet tanks
- \* Bath tub taps
- \* General tap heads.(valves)
- \* Showers etc...



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# Outline. Continued

## Unit Outlet

Each of these units have water outlets which empty out into septic /Suckaway tanks through pipe channels.

- drains (different types)
- drain plugs

## Working Principles Electricals :

Power house ➡ facility electrical Unit ➡ facility controls (ie switches, sockets, lightings etc)



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# Possible Failures:

## Scenario 1:

- suppose your first step into the convenience is into a pool of water.
- Suppose too this it is dark and you reach out to turn on the light switch and just as you touch it a flow of current seem to run through your limbs and the light doesn't come on.



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## Possible Failures – Contd.

### Scenario 2:

Suppose you had instructed that water be pumped into the overhead tanks and after about thirty minutes there is water outage report before you from the same unit/facility

### Scenario 3:

suppose that the conference is in top gear the facility is running on the 100kva generating set and there is a sudden power Outage, as you jump into action on this reality you hear the gradual decline of the sound of the generating set from a distance,. as it finally comes to a dead halt.





## Response

For the three instances sited above, do the following.

Contact the unit supervisor who in turn records the incident and immediately forwards same to unit coordinator for prompt action.

The coordinator in turn details the skilled personnel to incident location for action

Quick response is of very **HIGH PRIORITY** as this may involve life (Reason for the need to engage modern ICT gadgets as recommended below to cut down on response time)





## Action Point:

- ~ Environmentally Conscious (DMT)
- ~ NO Assumptions
- ~ Teachability
- ~ Safety Consciousness
- ~ Co-operaton [team work]
- ~ Analyze Before Acting (ABA)
- ~ Deploy the skilled Personnel





## WORK TOOLS

Needed for smooth and effective delivery are the following items.

Branded Work Vests for easier identification of G.S operatives

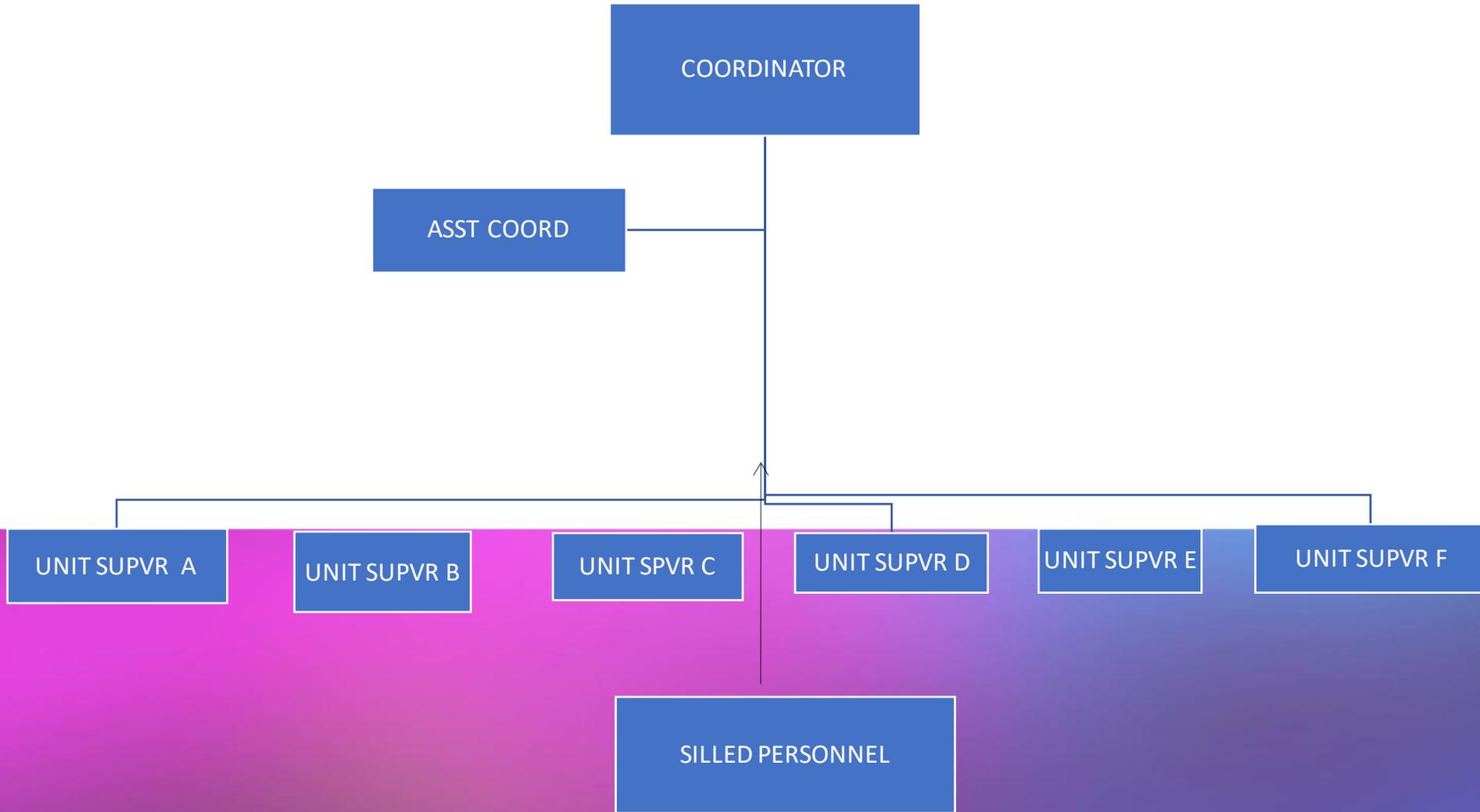
At least Six (6) Two-Way twin Radio Communication Units for proper communication.

Fault Reporting/Evaluation Cards to be produced for use at the various units for proper documentation and execution

Log book provided for data collation

Dedicated vehicle for easy mobilization of personnel and materials





# Closing Notes

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It has been a wonderful time sharing with us and I want to once again thank you all for your participation and look forward to more times of fellowship like this one in the future.

I wish us tremendous grace as we continue to serve in our various capacities and locations in JESUS Name.

s SHALOM!