

Addendum 1

1- Student Services Management:

30%

The Student Service Manager (SSM) will be responsible for achieving optimal guest satisfaction and an efficient positive working environment to attain all of ILEA's main objectives and goals.

SSM shall oversee all aspects of planning, coordination and implementation of optimal participant and guest hospitality services/products required to address ILEA's targets and goals, based on the dormitory contract provider's scope of work, budgets and guidelines. SSM shall develop and communicate standard operating procedures (SOP), establish standards for customer service, manage budget in support of services, confer with ILEA Management to coordinate activities that support the lodging facility's operations, review expenditures, and provide expert guidance and leadership to the contractor. SSM shall report directly to ILEA Management and obtain approvals from ILEA management, as needed.

2- Customer Service:

70 %

- SSM is responsible for the overall management of the lodging facility's daily operations, with the goal of providing optimal customer service and ensuring guests' comfort and safety while residing at ILEA.

- Review and coordinate with ILEA Management and other staff members time sensitive matters, which may include but are not limited to, arrival/departure schedules of ILEA course participants or other individuals authorized to lodge at the facility. SSM will review the contractor's quality of service and employee performance to ensure compliance with the contract requirements, will document performance and will provide recommendations for improvement, if necessary.

- Coordinate and supervise the provision on of various hospitality standards and activities as designated by ILEA Management.

- Review the contractor's recruitment and hiring process.

- Indirectly supervise the contractor's work force.

- Supervise, plan and direct the overall operation of the lodging facility, ensuring the guests are well treated and content during their stay. Ensure that the contractor take sufficient care to make guests comfortable.

- Handle and resolve customer complaints regarding the service provicer in a timely manner; prepare written documentation of such complaints.

- Display an appropriate customer service attitude and conduct daily activities with the aim of facilitating interpersonal communication and relationships with course participants residing in the lodging facility.

- Attend quality control meetings as ILEA's representative, act as an advisor to the contract service provider, and keep notes of such meetings and/or conferences.

- Prepare "After Action Reports" (AAR) of the meetings and submit those reports to ILEA Management within two working days of meeting.

- Review and verify the service contractor's daily quality controls and any inspection reports; ensure that the reports accurately document the contractor's quality controls.

- Supervise, coordinate and monitor the placement of furnishings within the lodging facility and ensure that the contractor installs and/or replaces furnishings in a timely fashion.

- Develop a system of quality controls that ensure that all procedures and operations comply with to ILEA and hotel industry standards, assuring acceptable corrective actions and audit trails are maintained. Create and maintain a system for tracking deficiencies or any other issues reported by guests, contractor or ILEA personnel.

- Monitor and serve as the liaison for managing the lodging facility and staff security in accordance to the service contract.

- Ensure the contract service provider adheres to all Occupational Health and Safety regulations, fire regulations and other legal requirements established by ILEA and in accordance with local government laws and requirements.

- Conduct regular and/or surprise inspections to verify the Performance Statement.

- Review the contract service provider's invoices with the provider before the services contractor submits an invoice for payment.

- Assist in preparation of a monthly financial report, preparing and ensuring adequate administration review of invoices. Review incoming invoices for accuracy and review payment of invoices. Revise and develop improvement action plans,

carry out costs saving measures, ensure cost effectiveness of expenses.

- Assist in developing the scope of work for the lodging facility contract, including, but not limited to, any needed requirements and/or specifications. Review contract requirements to ensure that any recommended changes were not already included in the original contract.

- Notify ILEA Management in a timely manner of any potential claims or disputes due to a poor quality customer service provided by the Service Contractor, if and whenever these events occur. Evaluate service contractor performance and suggest possible corrective or remedial measures to ILEA Management to improve the provider's service.

- Serve as a technical advisor to the United States Government (USG) for all lodging facility management matters concerning specific segments of responsibility within the hospitality industry, assuring optimum performance and facilitating achievement of desired objectives, based on ILEA hospitality regulations.

- Maintain orderly working files for correspondence, minutes of meetings and conferences, submittal data, submittal registers, observation and monthly check in/out reports, and contract documents, including amendments.

- Ensure that the contract service provider complies with the scope of work, conduct a daily review of the service contractor's maintenance operation plans in accordance with contract requirements, and review the service provider's schedule and other specifications to aid ILEA Management in resolving any issues/requests for variance.

- Other duties as assigned.