

February 2, 2012

RE: Service Centre - Hours of Operation

Dear Colleague,

Effective February 6 , 2012 Facilities Management's Service Centre and Keys Office will open at 8:00 am.

Prior to 8:00 am, inbound calls will reach the after-hours phone tree with emergency and service requests being directed to Campus Community Police Services (CCPS). Facilities Management services, such as trades and caretaking will continue to operate as usual and will be dispatched by CCPS during this time.

In the past six months, we've tracked the number of inbound calls and have found that the Service Centre was not being widely accessed by our customers in the first hour of business. Moving the Service Centre's start time back by an hour ensures more customer service representatives will be available during peak hours throughout the day.

The Service Centre's hours of operation are otherwise unchanged, closing at 4:30pm on weekdays and remaining closed on weekends.

We hope the adjustment in hours will better serve the needs of our customers. We will continue to monitor inbound call trends and enhance our services accordingly. If you have any questions about the change of hours, please contact us during our new hours at ext. 83304 or email us anytime at [help@uwo.ca](mailto:help@uwo.ca)

Thanks,

Michelle Knox  
Manager, Service Centre & Keys