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# STANDARD OPERATING PROCEDURE

# STANDARD OPERATING PROCEDURE

DEPARTMENT:	Business & Admin. Services	TITLE:	Custodial Work Order Requests
PURPOSE:			

The following protocol for requesting custodial service is being provide to improve communication and increase efficiency. Three (3) days advance notice must be given when on-routine work is being requested. There is to be no oral work requests made directly to a custodian. This time in advance of work to be completed will facilitate the assignment of work responsibilities and communication between the Business Office and Custodial Services.

### PROCEDURE:

#### **Word Order Request:**

Request for non-routine custodial work are submitted via email or on a Facilities Use Request Form. If the request is related to use of facilities by an outside group or if the use is in connection with a special event then the Facilities Use Request Form is to be used. For-in-house work send an email to Kathy Tran at ttran@peralta.edu. The secondary contact is Kanika Parris at Kparris@peralta.edu.

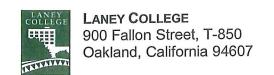
## **Emergency Custodial Contacts:**

If you have an urgent need to contact the Custodial Department, the following personnel are designated to respond.

Hours	EMERGENCY CONTACT	CONTACT				
7:00 - 8:00am	Carlos Wilborn	PC (510) 228-5032				
	Norma Vasquez	Sheriff's Dispatch (510) 466-7236 (landline ext. 7236)				
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8:00 - 4:30pm	Christine Williams	PC (510) 381-9115				
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<b>以</b> 符件,有关系	Kathy Tran	(510) 464-3229 (landline ext. 3229)				
4:30 - 6:00pm	Trent Taylor	Sheriff's Dispatch (510) 466-7236 (landline ext. 7236)				
6:00 - 11:00pm	William Highsmith	PC (510) 502-8971				

Please note: Contacted the individuals indicated above **ONLY for emergency purposes**. For nonemergency/non-routine work please follow the instructions for work orders.

#### ♦ PC - Private cellphone



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DEPARTMENT:	Business & Admin. Serv	vices <b>T</b>	TITLE:	Custodial Work Order Requests	
<b>KEY WORDS</b>					
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RESOURCES					
Work Order Form	a				
Equipment Surplus	Form				
Weekly Event Sched	lule				
Custodial Work Assignments					
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