

## **Workflow of College Maintenance Service Requests (For guests only)**

### **書院維修服務申請流程 (僅供訪客使用)**

#### Office Working Hours 書院辦公時間

Monday to Thursday 星期一至星期四:  
09:30 – 13:00, 14:30 – 17:45

Friday 星期五: 09:30 – 13:00, 14:30 – 17:30

#### **During Office Hours 辦公時間內**

1. Visit the college office (W22-G042 / W21-G040) for maintenance request.  
直接前往書院辦公室(W22-G042 / W21-G040)提出維修申請要求。
2. Complete the Maintenance Service Request Form with the assistance from college office staff via Computerized Maintenance Management System (CMMS).  
在書院辦公室工作人員的協助下經設施維護管理系統填寫網上維修申請表。
3. The College Office processes the maintenance request accordingly.  
書院辦公室工作人員跟進處理維護申請。

#### **During Non-Office Hours 非辦公時間內**

1. Approach the security counter at the college lobby to pick up a Maintenance Request Application Form.  
前往書院大堂保安崗索取維修申請表格。
2. Fill out the form as needed and return the completed form to security.  
根據需要填寫表格，並將填好的表格提交給保安。
3. The security guard shall submit the form to the college office on the next working day.  
保安員將在下一個工作日提交表格給書院辦公室跟進處理。
4. In case of emergency, please inform the on-duty security guard directly.  
如遇緊急情況，可直接向當值保安員反映。