



BASIC SERVICE REQUEST QUESTIONS

- What building is the problem in
- What room/area (if applicable) is the problem in
- Name of person calling
- Net ID of person calling
- Phone number of person calling
- Department charge number (if determined to be needed)

SPECIFICS

LIGHTS

- Is the light florescent, can, track, under cabinet, or on specialty equipment?
- Is this the only light in the room?
- Where in room, hallway, etc. is the light located?

PROJECTION SCREENS

- Are they manual or electrical?

CLASSROOM CHAIRS

- How many need repair?
- Seat number?
- Is it the seat, back, tablet arm that is broken? Is it a fixed or movable type classroom chair?

A/C ISSUES

Is it a window unit, central, stand-alone/liebert unit?

IF WINDOW A/C:

- Upper or lower sash? Which unit
- (If more than one in the room)? Not running?
- Not cooling?
- Noisy?

IF CENTRAL A/C:

- Not cooling? Not running? Noisy? Leaking?

TOILETS

- Private or public restroom?
- Location of leak: flush handle, pipe, etc?
- Only toilet in the restroom? If not, which toilet has the problem? Is water cleanup needed?

SINKS

- Location: Public restroom, private restroom, lab, kitchen, etc.? Is it leaking at handles, pipe, drain?
- Only sink in the room? If not, which sink has the problem? Is water cleanup needed?

FUME HOODS

- Is hood running?
- Is hood exhausting like it should? In alarm?

DOORS

- Is this a security issue?
- Type of door: glass, metal, wooden?
- Is the problem a closure issues, sticking in frame, dragging?

WINDOWS

- Is this a security issue?
- Is the window wooden, aluminum, metal?

LOCKS

- Is this a security issue?
- Deadbolt lock, combination lock, regular lock, etc.? Is the lock sticking, not unlocking, etc.?

ELEVATOR

- Is someone stuck in the elevator?
- Is this the only elevator in the building?
- If not, which elevator is having a problem? Not responding to call, not leveling?
- Stuck on which floor?