



## 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?