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HUB PARKING
CALL LOGGING
PROCEDURE

Call logging procedure

The following procedure should be followed when placing a call for breakdown service:-

During office Hours – (9 am to 6 pm) Sunday to Thursday

Please call the office hours telephone numbers listed below. Please **do not** try to place service calls directly with service engineers, or other HUB personnel. **All** service requests **must** be routed via the service telephone numbers listed below. Requests via individuals cannot be logged by the service telephone system, and subsequently cannot be controlled in the correct manner.

Office hours call logging number	HUB OFFICE NUMBER DUBAI
+97145015538	+97145015535

Ask for the Service Administrator, once connected, please state the following:

- site location, project name, and project reference number
- the name of the person placing the call;
- a contact person on site and telephone number (if different to the person placing the call);

The exact nature of the problem and requested action. **Please ensure that you get a reference number from the Service Administrator, this is your call-out number and confirms your proof of a request for service. Without this number your call-out cannot be followed up.**

The HUB service engineer will then report to the parking control office when he/she arrives on site. Please ensure that this arrival time and date, and correct call-out reference number (relayed to the person reporting the service request – see above) is logged on the HUB service report when the call is completed.

If the task is completed please inspect the work performed, ensure that the equipment is working correctly, and sign the service report to signify that you (as an employee authorized to do so) are satisfied that the work is in fact complete.



- Once connected, please state the following:
 - site location;
 - the name of the person placing the call;
 - a contact person on site and telephone number (if different to the person placing the call);

- The exact nature of the problem and requested action. **Please ensure that you get a reference number from the technician. This is your call-out number and confirms your proof of a request for service. Without this number your call-out cannot be followed up.**
- The HUB service engineer will then report to the parking control office when he arrives on site. Please ensure that this arrival time and date, and correct call-out reference number (relayed to the person reporting the service request – see above) is logged on the HUB service report when the call is completed.
- **If the task is completed please inspect the work performed, ensure that the equipment is working correctly, and sign the service report to signify that you (as an employee authorized to do so) are satisfied that the work is in fact complete.**
- **The client representative and HUB service engineer must signed the ACTIVITY SITE REPORT.**

In the event you have any complaints regarding any service received from HUB, please contact the Service Manager, enabling us to take appropriate action and minimize any inconvenience experienced. He can be contacted on +971556526574. If you are unable to contact the Service Manager please call the following numbers relating to your Region,

Alternative numbers	In case of an urgent call – Please state that you are unable to get hold of the standby number
HUB OFFICE ME	+97145015538

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