# **SPACE HANDOVER PROCESS**

**Department:** Business Development  
 **SOP ID:** BDM-2025-08

## **1. OBJECTIVE**

To standardize the space handover process, ensure that all necessary steps are followed before, during, and after the client onboarding. This process will guarantee that the client’s office is ready for occupancy, with all technical, operational, and decorative aspects covered.

## **2. SCOPE**

This SOP applies to:

* **Business Development Managers (BDMs):** Overseeing and managing the space handover process, including decoration, client welcome, and coordination with other teams.
* **Client Relations (CR) Team:** Ensuring client requirements are met, coordinating with facilities, and performing the client walkthrough.
* **Facilities Team:** Making necessary changes or fixes based on the CR team's walkthrough.
* **Projects Department:** Ensuring that the space is fully functional and ready for handover.

## **3. DEFINITIONS**

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| **Term** | **Definition** |
| **Handover Day**. | The day the client officially takes possession of the space. |
| **Client Walkthrough:** | A visit by the CR team to inspect the space 48 hours before the handover to ensure it meets client expectations. |

## **4. ROLES AND RESPONSIBILITIES**

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| **Role** | **Responsibility** |
| **BDM** | Oversee the space handover process, handle client relations on handover day, manage decoration, and ensure all requirements are met for a smooth transition. |
| **CR Team** | Perform a walkthrough 48 hours before handover, ensure space meets client requirements, and communicate with facilities for any fixes. |
| **Facilities Team** | Make necessary changes or fixes to the space based on the CR team’s walkthrough. |
| **Projects Team** | Ensure the space is fully functional and ready for handover. |

## **5. PROCEDURE**

### **Step 1: Pre-Handover Preparation**

**Responsibility:** BDM & CR Team

* **Client Walkthrough (48 hours before handover):**
  + BDM coordinates with the CR team to ensure a walkthrough is done 48 hours before handover.
  + CR team verifies that all client requirements are met and identifies any issues or adjustments needed in the space.
  + CR coordinates with the Facilities Team to address any issues discovered during the walkthrough.
* **Confirm Special Requirements (48 hours before handover):**
  + If the client has any special requirements for the space, BDM is informed at least 2 days before the handover to accommodate them.

### **Step 2: Space Decoration and Final Touches**

**Responsibility:** BDM & Facilities Team

* **Space Decoration:**
  + On the day of handover, BDM ensures the space is decorated to welcome the client.
  + Ensure that the decoration reflects a welcoming and professional environment (e.g., flowers, cake, welcome sign).
* **Prepare for Cake Cutting and Appreciation:**
  + BDM arranges a cake cutting ceremony to celebrate the handover and show appreciation for the client’s partnership.
  + A **flower bouquet** is also presented as a token of appreciation.

### **Step 3: Handover Day Activities**

**Responsibility:** BDM

* **Client Welcome:**
  + BDM greets the client and ensures the space is fully ready for use.
  + Ensure that all client expectations are met and confirm that the space is in line with what was agreed upon during the onboarding process.
  + The client is handed access cards, keys, and all necessary information for their office space.
* **Client Celebration:**
  + Organize the cake cutting with the client and ensure that the bouquet is presented.
  + Ensure that the client feels appreciated and valued, enhancing their overall onboarding experience.

### **Step 4: Post-Handover Follow-up**

**Responsibility:** BDM & CR Team

* **Post-Handover Communication:**
  + After the handover, BDM ensures CR becomes the sole point of contact for communication with the client to resolve any post-handover issues.
  + The CR team will follow up with the client within a week to ensure everything is in order and to address any additional requests or concerns.

## **6. EXCEPTION MANAGEMENT**

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| **Scenario** | **Action** |
| Client delays special requests | Ensure BDM is informed 2 days prior to handover. If not, ensure whatever is possible in the leftover time is done and inform the client of the requirements that cannot be fulfilled beforehand. |
| Issues identified during client walkthrough | CR team immediately coordinates with the Facilities team for timely resolution before handing over. |

## **7. KEY PERFORMANCE INDICATORS (KPIs)**

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| **Process Area** | **Target** |
| Client Walkthrough Completion | 48 hours before handover |
| Space Readiness | 100% completion before handover day |
| Client Celebration Setup | Completed on handover day |

## **8. TOOLS USED**

* **ERP System:** Update client onboarding status, requirements, and documents.
* **Communication Tools (Outlook):** Coordination with internal teams and clients.
* **Decoration Checklists:** Ensure decorations, gifts, and celebrations are completed.

## **9. ESCALATION AND TROUBLESHOOT MATRIX**

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| **Issue** | **First Contact** | **Escalation 1** | **Escalation 2** |
| Walkthrough delayed | BDM | CR Team Lead | Head of CR |
| Decoration not completed | BDM | Facilities Team Lead | Head of Facility |
| Special requests not communicated | Client | BDM | Head of Business Development |

## **10. REVIEW AND REVISION HISTORY**

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| --- | --- | --- | --- | --- |
| **Version** | **Date** | **Description** | **Author** | **Approved By** |
| 1.0 | 2025-06-28 | Initial SOP for Space Handover Process | Khushi Kaushik – Operations Executive | Head of Business Development |