

**Introduction to ARAMARK Helpdesk**

Email: [helpdesk\\_workplace@aramark.ie](mailto:helpdesk_workplace@aramark.ie)

Phone : 01 8941220

**Helpdesk System**

To log a request or fault for your pharmacy log a **call to the ARAMARK Helpdesk** using the number above.

Provide the helpdesk with the following info:

- Category for which the ticket is associated e.g. Electrical, building fabric, access. Etc.
- Your location
- Detailed description of the request / type of request
- Inform on the priority: there are 6 different priorities that can be chosen, ranging from priority level 5 which is the lowest to priority level 1 .Priority 6 is for Project Work. The priorities and the response times are listed below.

Priority	Time	
P1	4Hrs	Affecting H&S, Critical plant or critical business operations.
P2	1 Day	Affecting significant business operations
P3	5 Days	Affecting routine business operations
P4	12 Days	Necessary but not urgent
P5	20 Days or next site visit	Not effecting site operations will wait until next service visit no impact to site
P6	Project Works / Out of Scope Requests	Projects / out of scope requests

**Site Logbook**

Aramark will place a site folder onsite which will contain the site maintenance requirements and the associated paperwork when services have been completed.

All technicians will use this site log book for their visits, both reactive and planned.

The log book must be kept in your pharmacy and made available to any representatives which come in from Aramark

