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***Facilities Management Practice* by A.C. Hauptfleisch, 2017. 1st edition. Pretoria: South Africa: Career Excel Academy**

Being in Facilities Management for over a decade, I was eager to find out if there is more that I can learn. What a surprise. I found this book to be of utmost value and requested that everyone in our division should read it. It correctly points out that an organisation falls within a particular culture, a way of doing things. This book provides a fresh and practical outlook that can be implemented on ground level. Changing Facilities Management could have a huge impact on the organisation, thus paving the way for new creativity and enthusiasm.

The book covers every aspect of Facilities Management as well as the current buzzwords and trends such as sustainability, technology, intelligent buildings, life-cycle costing, and greening. It clearly defines the role of the facilities manager and provides clear guidelines to processes and practices.

Client satisfaction is part of our daily operations at university. Our success depends on understanding both the client and his/her needs. This book covers this topic well and explains it in such a way that enables the person who works with the clients to understand and act accordingly.

Practical implementation remains the golden thread throughout the book. A sure must for every facilities manager.