CONCEPT

Mosque Operations and Facility Management Course: Maintenance, Staffing and Community Programmes

15 – 19 February 2027
Dubai - Five-star CBD venue



Mosque Operations and Facility Management Course: Maintenance, Staffing and Community Programmes

Ref: 1681_26371 **Date:** 15 – 19 February 2027 **Location:** Dubai - Five-star CBD venue **Fees:** 19500 SAR

Introduction:

Mosque operations and facility management, covering maintenance, staffing and community programmes, is a 1-week course for mosque administrators, endowment property managers and Islamic affairs staff, ending with a Mosque Operations and Maintenance Plan for a case mosque. Many mosques run on reactive repairs, unclear caretaker duties and improvised Friday and Ramadan arrangements, so air conditioning fails at peak times, ablution areas deteriorate and worshippers lose confidence. Nominees already supervise one or more mosques and learn through inspection walkthroughs of prayer halls, ablution blocks and plant rooms. CoreConcept Training Center delivers this mosque operations course.

Course Objectives:

- Assess the condition of a mosque building, its plant and its service arrangements using a structured inspection checklist
- Organise mosque facility services against ISO 41001 facility management system requirements and an agreed service scope
- Schedule planned preventive maintenance for air conditioning, ablution, sound and lighting systems in a maintenance management tool
- Allocate duties, rotas and supervision for imams, muezzins, caretakers, cleaners and volunteers
- Plan Friday prayer and Ramadan crowd, iftar, Tarawih and i'tikaf operations with clear service levels
- Prepare a Mosque Operations and Maintenance Plan with service-quality KPIs for a case mosque

Target Audience:

- Staff responsible for the day-to-day administration of one or several mosques
- Staff responsible for managing endowed mosque buildings and their maintenance contracts
- Staff responsible for supervising caretakers, cleaners and mosque service teams
- Staff responsible for organising Friday, Ramadan and Eid operations in mosques
- Staff responsible for planning community, Quran and educational activity hosted by mosques
- Staff responsible for monitoring mosque service quality and worshipper feedback

Course Outline:

Day 1: Mosque Facilities, Service Scope and Condition Baseline

- Mosque Space Map of Prayer Hall, Ablution and Annexes
- Hard and Soft Service Split for Mosque Buildings
- Worshipper Journey From Entrance to Prayer Row
- Condition Survey Checklist for Fabric, Carpets and Plant
- Baseline Service Register of Current Mosque Arrangements

Day 2: Facility Management Standards and Maintenance Models

- ISO 41001 Facility Management System Requirements Applied to Mosques
- ISO 41011 Terminology for Mosque Service Specifications
- Planned Preventive, Reactive and Condition-Based Maintenance Mix
- CMMS and CAFM Asset Register for Mosque Equipment
- Service Level Agreements With Cleaning and Maintenance Contractors

Day 3: Building Systems, Hygiene, Energy and Staffing

- Air Conditioning Filter, Coil and Thermostat Maintenance Schedule
- Ablution Block Water, Drainage and Leak Inspection Routine
- Sound System, Microphone and Speaker Zoning for Adhan
- Cleaning Rota, Carpet Care and Odour Control Standards
- Imam, Muezzin, Caretaker and Volunteer Duty Matrix

Day 4: Peak Congregations, Programmes and Service Risks

- Friday Prayer Overflow, Parking and Entry Flow Plan
- Ramadan Tarawih, Iftar and I'tikaf Logistics Plan
- Fire, Electrical and Slip Hazard Risk Register
- Quran Circles and Community Programme Calendar Design
- Energy Metering and Lighting Controls for Prayer Times

Day 5: Inspection Walkthrough and Mosque Operations Plan

- Case Mosque Walkthrough of Hall, Ablution and Plant
- Defect Log and Maintenance Priority Ranking Exercise
- Service-Quality KPI Dashboard and Worshipper Feedback Survey
- Staffing and Volunteer Rota for a Ramadan Month
- Mosque Operations and Maintenance Plan Completion and Presentation

Skills You Will Gain:

- Mosque Condition Surveying
- Preventive Maintenance Scheduling
- Ablution Facility Upkeep
- Congregation Flow Planning
- Volunteer Rota Management
- Contractor Service Monitoring
- Mosque Energy Efficiency
- Service-Quality Measurement

Why Attend This Course:

- Deliver a Mosque Operations and Maintenance Plan to the mosque administration head and endowment property manager for the next operating cycle
- Decide which repairs, contracts and staffing changes take priority using a defect log and KPI dashboard
- Avoid air conditioning breakdowns, ablution leaks and overcrowding during Friday and Ramadan peaks
- Coach caretakers, cleaners and volunteers with the checklists, rotas and inspection forms used during the course

Conclusion:

Back at work, the participant hands the mosque administration head and the endowment property manager a Mosque Operations and Maintenance Plan. Administrators use its maintenance calendar and duty matrix to brief caretakers and contractors, and its Friday and Ramadan arrangements to prepare peak congregations. The KPI dashboard and worshipper survey give a shared view of service quality across mosques. After the first Ramadan or maintenance cycle under the plan, the unit should review which defects recurred, which KPIs slipped and which rota gaps appeared, then update the plan.

Frequently Asked Questions FAQ:

What should participants know before the mosque operations and facility management course?

Participants should already supervise or support the running of at least one mosque. No engineering background is needed. Bringing photographs, a floor plan or a maintenance log from a mosque they manage helps during the inspection walkthrough exercises.

How does mosque operations and facility management training differ from an endowment governance course?

This course deals with running the building and its services: maintenance, cleaning, staffing, peak congregations and programmes. Endowment governance courses deal with trustee duties, asset investment and distribution decisions, which are not covered here.

Which mosque operations and facility management tasks cause most worshipper complaints?

Air conditioning failures, unclean or leaking ablution areas, poor sound quality and overcrowded Friday and Ramadan prayers cause most complaints. Planned preventive maintenance, clear caretaker rotas and a peak congregation plan address each of them.

What do participants take back from the mosque operations and facility management course?

Participants take back a Mosque Operations and Maintenance Plan for a case mosque, with a maintenance calendar, duty matrix, Friday and Ramadan arrangements, a risk register and a service-quality KPI dashboard ready to adapt to their own mosques.