

SHFM Operator Membership Category Definitions

Client Liaison / Self Operator: An individual who works directly for the owner company and oversees either the self-operation of or contracted management of services including food, conference, fitness and other workplace amenities.

Integrated Facilities Manager: An individual whose company is contracted by the owner company to manage outsourced contract services including food, conference, fitness and other workplace amenities, but who's company does not directly provide or self-manage any of those services. (3rd party contract and contractor oversight only)

Contract Services Provider: An individual whose company is contracted by either an owner company or IFM company to directly or indirectly manage food, conference, fitness or other workplace amenity services.