

## **iAIM® Program - Operations Syllabus**

### Chapter Course

- 1 Role of the Arena Operator
- 2 Custodial & Housekeeping
- 3 Financial Management-Budgeting
- 4 Emergency Preparedness
- 5 Ice Resurfacers Driver Training
- 6 Ice, Dasherboard & Glass Maintenance
- 7 Building Maintenance & Safety
- 8 Equipment Maintenance & Operation
- 9 Energy Management
- 10 Risk Management
- 11 HVAC & Dehumidification
- 12 Air Quality
- 13 Ice Installation & Painting
- 14 Human Resources for Operations
- 15 Customer Service & Retention
- 16 Computers for Facility Maintenance
- 17 Refrigeration Theory
- 18 Refrigeration Maintenance