

MAINTENANCE ENGINEER

JOB SKILLS HANDBOOK





Welcome!

At XYZ Hotels we pride ourselves on having a beautifully appointed hotel that is immaculately maintained. That's why your role as a Maintenance Engineer is crucial to upholding our brand's reputation.

If you follow the standards and procedures in this handbook, you'll be delivering the kind of service that defines the XYZ brand: service that's consistent, hassle-free, personalized and inspirational. Or, as we like to say: the *best* service in the world!



Check the Communication Board for your work schedule and updates.



Confirm your cart is fully stocked and well organized at the beginning of your shift.



Move your cart by pushing it, never pulling it.

PREPARING FOR YOUR SHIFT

- Before arriving at your hotel, always wear your designated uniform and name tag
- When you arrive at your hotel, check
 - » The Communication Board for
 - Your work schedule (if it's not posted, see your Supervisor)
 - Any guest letters or comments about your hotel
 - Special notices from hotel management
 - » The Daily Function and Event Sheet for information about anything that will have an impact on your Department
 - » All Banquet Event Orders to familiarize yourself with any equipment you will need to install for Banquets or Meetings
 - » The Property-Operations Logbook
- If possible, ask your fellow Team Members who worked the previous shift about anything that you might need to be aware of or that requires follow-up

YOUR MAINTENANCE CART

- Before you begin your shift, confirm that your maintenance cart is fully stocked with the tools and supplies that you'll need
- Make sure that your cart is well-organized and never overloaded
- Move your cart by pushing it, not pulling - and keep it away from walls to maintain a clear line of vision
- If you encounter a guest when moving your cart
 - » Pull it to one side
 - » Pause and let them pass
 - » Offer a pleasant greeting, using their last name (if you know it)

WORKING WITH LADDERS

- Before using any ladder,
 - » Always know and follow any special procedures in place at your hotel
 - » Inspect it to ensure it is in good working order
 - » Confirm that it's tall enough - or extends enough - for you to reach where you need when standing no higher than 2 steps from the top
- Before climbing a step ladder
 - » Position all 4 feet on a firm, level surface
 - » Lock the spreaders

- When using an extension ladder
 - » Follow the “4 to 1” rule: place the base of the ladder 1 foot from the wall for every 4 feet of ladder height
 - » If the top of the ladder extends beyond the surface the ladder is leaned against, make certain it extends at least 3 feet beyond its resting point
 - » If the work surface is higher than the ladder, confirm that its base is secure
- Use only fiberglass ladders for electrical work
- When standing on a ladder to work on ceiling lighting fixtures, always wear proper eye protection goggles

WORKING WITH CHEMICALS AND CLEANING AGENTS

- It is important that you know and follow all procedures in place at your hotel regarding the use of workplace chemicals and cleaning agents
- Use chemicals and cleaning products provided by your Department only - never use those from a different Department and never bring cleaning materials into the hotel on your own
- Check with your Supervisor to find out if your hotel maintains Material Safety Data Sheets; if so
 - » Know where they are kept
 - » Regularly review the information it provides about
 - The kind and degree of hazards, if any, a product poses,
 - Precautions required to avoid problems when using them, and
 - Procedures to follow should a problem occur
- Every time you use a cleaning agent or workplace chemical, check the label and follow all instructions for
 - » Safe and effective use
 - » Wearing any protective clothing or gear needed when using the product
- Never mix any chemicals or cleaning products - even with water (without being given specific instructions to do so.)



Make sure to inspect ladders before using them.



Check the label instructions to see if protective clothing or gear is needed for chemical use.





Before attempting to lift an object, determine if you are able to lift the object on your own.



Put one foot beside the object, the other foot behind it. Lift with your legs, not your back.

LIFTING OBJECTS PROPERLY

- Since your job frequently entails lifting, know and follow
 - » Any procedures and requirements in place at your hotel, or
 - » These basic guidelines
- Before you attempt to lift an object
 - » Determine if it's possible for you to lift it alone
 - » If it's too heavy or awkward, get help
- If you are able to lift the object
 - » Make sure your pathway is clear and dry
 - » Make sure the space needed to set the object down is clear and large enough
 - » Put one foot beside the object
 - » Put the other foot behind it
 - » Keep your back straight
 - » Bend your knees
 - » Lift with your legs, not your back
 - » Tuck in your chin and neck to avoid strains
 - » Grip the object with your whole hands, not just your fingers
 - » Draw the object up close to you
 - » Tuck in your arms and elbows
 - » Move the object to its destination
 - » Set it down by bending your knees, not your back

THE PREVENTATIVE MAINTENANCE PROGRAM

- The Preventative Maintenance Program ensures that all guest rooms are thoroughly examined and maintained as needed on a regular schedule.
- Additional maintenance may be requested by your Supervisor
- During these scheduled inspections, be prepared to make minor adjustments and quick repairs on the spot
- Report the need for any larger repairs to your Supervisor, who will
 - » Determine what department and/or resources are required to do the work
 - » Schedule the repair
- Know and follow your hotel's standards regarding how long these inspections should take
- Use a current Preventative Maintenance Program Checklist when performing guest room inspections
 - » Fill in all information fields on the form, including
 - Room Number
 - Date and time of inspection
 - » Check one of 3 columns beside each inspection item depending on it is
 - “Okay as checked”
 - “Repaired” (if you perform minor repairs)
 - “Needs Repair” - indicating
 - That a major repair is required
 - The nature and extent of the repair
- To ensure you inspect all items in each guest room, it is recommended that you
 - » Begin your inspection at the door
 - » Move around the room in either a clockwise or counter-clockwise direction, performing inspections in sequence



Begin your inspection at the door, and move around the room in a logical sequence.



During the Preventative Maintenance inspection, be prepared to make quick repairs on the spot.



If you notice a “Do Not Disturb” sign on a door, make a note of it and reschedule the work.



Knock and announce yourself three times before entering an occupied guest room if there is no response.



Make certain that Emergency Procedure and Door-Locking instructions are securely mounted.

APPROACHING AND ENTERING GUEST ROOMS

- If a room needs maintenance but has a “Do Not Disturb” sign hanging on the door
 - » Reschedule the work
 - » Make a note of the change so that it’s clear the room still needs maintenance
- When entering a room that’s occupied by a guest
 - » Knock firmly and announce “Maintenance”
 - » If the guest opens the door or calls out
 - Identify yourself
 - Explain why you are there - using the guest’s name if known
 - Offer to return at a later time
 - If the guest asks you to come in, do so and perform whatever task is needed
 - » If there is no response
 - Knock and announce yourself two more times
 - Open the door, announcing yourself again as you enter
 - Hang a “Maintenance in Progress” sign on the door
 - Follow your hotel’s policy regarding whether a guest room door should be opened or closed when you are working inside
 - If the door is to be left open, place your maintenance cart across the doorway
 - While you are in the room, do not touch or move any of the guest’s belongings

GUEST ROOM ENTRY DOOR

- Keep in mind that the entry door to a guest’s rooms is critical to their safety, security, and privacy - and requires a detailed inspection
- Always check and adjust as needed
 - » Hinges
 - » Hardware
 - » Lock functions
 - » Secondary lock device
 - » Door viewer (must be free from any obstruction)
 - » Door closer (so that the door closes and latches from a 45° angle)
 - » Paint
- Also make certain that the Emergency Procedure and Door-Locking instructions are undamaged and securely mounted

GUEST ROOM FURNISHINGS AND FIXTURES

- Check to make sure all furniture is in good condition in terms of both function and appearance
- Repair all nicks or scratches on furniture - and make a note of any that require additional attention
- Confirm that the Hospitality Center cabinet is securely attached to the wall
- Check all drawers to confirm that
 - » They open and close easily
 - » Their drawer glides are secure
- Note any rips, stains, or other damage to upholstery and make sure they are repaired as soon as possible
- If the rooms have functioning windows, check to make certain
 - » That they open and close properly
 - » That limiting locks are in place and functioning
- Check all windows for cracked glass and broken weather seals and repair as necessary
- Check all drapery rods and pulls - and make certain that valances are secure
- Inspect the closet and its contents, including
 - » Doors
 - » Walls
 - » Iron (for rust or other damage)
 - » Ironing board holder
 - » Shelving (secure any that are loose)
- Inspect all guest room walls
 - » Check for any scratches or scuff marks on painted area including door frames
 - » Check wall coverings for any rips or tears
- Touch up painted services and/or patch wall coverings



Check all drawers to confirm that they open and close easily, and that their drawer glides are secure.



Confirm that windows open and close properly, and that there are no cracks or broken weather seals.



Inspect the closet and all of its contents.



If the room has a refrigerator, make sure it is in good condition.



Check the television remote control function, picture quality and sound.



Test all phones in the rooms to make certain that they are plugged in and working properly.

GUEST ROOM APPLIANCES & ELECTRONICS

- If the room contains any of the following, confirm that each item is in good condition and working properly
 - » Microwave
 - » Refrigerator
 - » Mini bar
 - » Tea/coffee maker
- Test all lighting fixtures, including
 - » Lamp switches
 - » Mountings
 - » Shades
 - » Bulbs (replace any that are burned out)
 - » Cords
 - » Plugs
 - » Wall Sockets
- Check the alarm clock/radio to ensure
 - » The clock is set to the proper time
 - » The radio presets are correct
 - » The radio reception is static-free
- The television is a high-priority guest amenity; check
 - » Picture and sound quality
 - » Volume control function
 - » Remote control function
 - » Full channel lineup
- The Wireless Application Protocol Internet Connection (or WAP) is another high-priority amenity; check
 - » To make sure all equipment is properly connected
 - » That modems are plugged into the appropriate electrical socket
 - » That all cables and cords are neatly arranged
 - » That any unnecessarily long cords and cables are shortened
- Test all phones in the rooms to make certain that they are plugged in and working properly
- When visually inspecting all smoke detectors
 - » Note and report anything about the detector that doesn't look right
 - » Do not tamper with detectors since, in most hotels
 - They are hard wired to a central communication unit
 - They are serviced by an outside contractor

GUEST ROOM AIR CONDITIONER

- Check the air conditioner unit, including
 - » Heating and cooling controls and functions
 - » Fan speeds
- If the air conditioner fan motor is accessible, lubricate it
- If the unit has an accessible drain pan, put a drain pan tablet in it to prevent algae growth
- If necessary, change the air conditioner filter
- If the room is occupied, leave all air conditioning controls where the guest left them
- If the room has been vacated
 - » Set the air conditioning controls according to your hotel's standards
 - » Check to confirm that all guest rooms safes and safety deposit boxes work properly

DAMAGED ELECTRICAL SWITCHES OR SOCKETS

- If your inspection reveals a damaged electrical switch, wall plate, or socket
 - » Locate the circuit box controlling the fixture outside of the room
 - » Know and follow your hotel's procedures regarding working with circuit boxes while making repairs
 - » Make the necessary repairs
 - » When the repair is complete, restore power to the room



Test the air conditioner heating and cooling controls.

By following the procedures shown here you'll positively impact these

Key Performance Indicators (KPI)

- Quietness of guest room
- Heating/cooling/ventilation system worked properly
- Decor/furnishings of guest room



Before starting the bathroom inspection, clean up any water on the floor with a rag from your cart.



Check the showerhead and all shower features, including water pressure.



Before you finish the inspection and leave the room, make sure you turn off all lights.

INSPECTING THE BATHROOM

- Before beginning to inspect fixtures, clean up any water on the floor using a rag or cloth from your Maintenance cart (never guest towels)
- Check to confirm that the hair dryer works and that its ground-fault interrupter is properly set
- Check marble and tile for any damage
- Check faucets for leaks or blemishes
- Check the toilet seat and bowl to confirm
 - » The water level is correct
 - » The valve assembly is working properly
 - » The seat is firmly bolted to the bowl
 - » The entire unit is tightly fastened to the floor
- In the tub and shower area, check the
 - » Showerhead
 - » Handle
 - » Drain
 - » Stopper
 - » Grab bar
- To clean the exhaust grill
 - » Place a mat from your cart in the tub
 - » Use a small ladder if necessary (never stand on the edge of the tub)
- Replace any loose caulking around the sink, vanity, and shower stall and/or bath
- If you discover any problems with items not on the Checklist, report them immediately to
 - » Your Supervisor and
 - » The appropriate department
- Before completing your guest rooms inspection
 - » Clean up any debris
 - » Ensure that you have completed all items on the Preventative Maintenance Program Checklist
 - » Fill in the time on the Checklist when you finish in each room
 - » Turn off all faucets, lights, and appliances
 - » Call Housekeeping to confirm that
 - The Maintenance Check is complete and
 - The room is ready to be prepared for the next guest to occupy it

MAINTAINING HALLWAYS, CORRIDORS, AND PUBLIC AREAS

- Your hotel's public areas receive significant amount of traffic - and have a major impact on your guest's impression of your hotel - so it is especially important that they be properly maintained
- It is also important that, while you work in these areas, you minimize any inconvenience for your guests
- As you pass through your hotel's hallways and other public spaces, always be on the lookout for any problems with
 - » Lamps
 - » Lighting fixtures
 - » Wall coverings
 - » Carpets
 - » Marble flooring
 - » Furnishings
 - » Signage
 - » Paint
- If you discover a problem that you can't fix on the spot, like a torn carpet
 - » Report the problem to your Supervisor
 - » Indicate if any special tools or resources will be needed to make the repair
 - » If the problem poses any potential hazard to guests or your fellow Team Members, place a safety sign or caution cone to warn people to avoid the area
- If you come across a Room Service tray or table, take it to the nearest Service Area for subsequent delivery to the stewarding area.
- Continuously check all Exit Signs to confirm that they are illuminated and have no loose or broken components
- Whenever and wherever you are in your hotel, if you see any suspicious persons or activities
 - » Immediately notify your Supervisor and Security Department
 - » Do NOT engage the party or interrupt the activity directly as that could put you or others in harm's way



Always be on the lookout for problems with items such as lighting fixtures.



Pay close attention to and maintain public Exit Signs. Make sure they are illuminated.

By following the procedures shown here you'll positively impact these **Key Performance Indicators (KPI)**

- Working order of bathroom
- Appearance of hotel
- Staff made me feel welcome



Check that all facility amenities are in good condition.



Test the air conditioner to confirm it is working properly and filters are clean.



It is very important to keep all workout machines working properly.

FITNESS CENTER INSPECTION, MAINTENANCE, AND REPAIR

- Your hotel's Fitness Center is both extremely popular and personally important to your guests, so inspecting and maintaining it is important
- Know how all the equipment in your Fitness center works
- Use your Department's Fitness Center Maintenance Checklist to determine
 - » What kind and frequency of inspection and maintenance each machine requires
 - » Whether you or an outside vendor is responsible for a machine's service and repair
- Certain Center facilities require checking once a day or more, including
 - » The telephone - test it by calling an in-house number
 - » All signage - make sure it's clean and firmly attached
 - » The Water Cooler - check that
 - It's cooling properly (pour a water sample)
 - There are enough cups
 - The tray liner is emptied and clean
- Confirm that all light bulbs are working - replace any that aren't
- Check the Towel Unit for damage, including splinters that could injure a guest
- Test the air conditioner to confirm it is working properly
- Inspect all mirrors for cosmetic damage or cracks

EXERCISE EQUIPMENT

- It is especially important to keep all workout machines working properly in order to
 - » Maximize their value to guest
 - » Avoid causing guests' exercise plans to be hindered
 - » Eliminate the possibility of an injury due to machine malfunction
- Check all equipment - including machines, workout benches, etc. - to confirm
 - » Upholstery is clean and in good condition
 - » All nuts, bolts, screws, and attachments are intact and tight
- If, while inspecting any motorized exercise machine, you detect any unusual noises, smells, or vibrations, immediately
 - » Turn it off
 - » Unplug it
 - » Place a "Not Working - Awaiting Repairs" sign on it
 - » Determine if you can make the repair or if it needs to be scheduled at a later time
 - » Follow up as needed

THE TREADMILL

- Begin each Treadmill inspection by checking that the power cable
 - » Is intact and undamaged
 - » Is not caught under the treadmill or under or around any other objects
- Check the handrails to confirm that they are tight
- Next, test to confirm that the Treadmill is working properly
 - » Press the “QUICKSTART” Touch Pad
 - » Test all functions controlled by the Touch Pad: Speed, Incline, Select, Enter, Reset, Stop
 - » Make sure that the LED display is functioning properly
 - » While the machine is on adjust
 - The speed to 3 MPH (5 Km/H) and
 - The Incline to 10 degrees
- Inspect the running belt alignment to confirm that it is not slipping
- Pay close attention to the belt’s feel and the sound of its drive motor and rollers
- Before completing your Treadmill inspection
 - » Test the Safety Switch cord
 - » Reset the machine, confirming that its running deck has been returned to a level position

THE EFX/CROSS TRAINER

- Begin by expecting the ramps and wheels for wear, tear, or damage
- Next, turn the machine on by getting on it and beginning to step slowly
- Check the operation of all touch pad functions: Quickstart, Speed, Incline, Select, Enter, Reset, Stop
- Confirm that the LED display is functioning correctly
- Adjust the cross-ramp to 20 on the display and confirm that the foot pads incline
- Pay close attention to detect any unusual noises, smells, or vibrations - and whether the EFX operation feels consistent



Check the treadmill handrails to confirm that they are tight.



To start the treadmill inspection, hit the “QUICKSTART” button on the Touch Pad.



To begin testing the Cross Trainer, turn the machine on by getting on it and start stepping slowly.



For upright cycles, check that it is stable on the floor.



Make sure all screws and bolts are tight on all machines and benches.



Re-rack any free weights not properly stored.

UPRIGHT AND RECUMBENT CYCLES

- Begin by inspecting to make certain that each cycle is stable on the floor, and that all nuts, bolts, and attached items are intact and secure
- Next, check the seat adjuster pin - again confirming that the seat itself is in good condition and securely fastened
- Climb onto the bike and turn it on by starting to cycle slowly
- Check the operation of all touch pad functions: Quickstart, Work Level, Change, Enter, Reset
- Make certain the LED display is working properly
- Reset the cycle and adjust the seat to its lowest position

OTHER FITNESS CENTER EQUIPMENT

- Re-rack any free weights that are not properly stored
- Wipe down the workout bench as you inspect it
- Inspect the Safety Ball to make certain it's inflated to the manufacturer's specifications
- Check the Yoga Mats for any damage or thin patches
- Your hotel's Fitness Center may have additional equipment not described here; if so, make sure you know how and when to inspect and maintain those items

POOL MAINTENANCE

- Regulations regarding swimming pool maintenance vary from one location to another - so be certain you know what actions are needed to keep your hotel's pool in compliance
- Details of pool upkeep also vary from one hotel to another - so always check with your Supervisor to stay current on your hotel's pool maintenance scheduling and procedures
- Pool water pH and Chlorine-Bromine levels need to be checked at least three times a day and entered into the Swimming Pool Chemical Test Log
- These items need to be checked at least once a week to confirm that they are present and in good working order
 - » Life Preservers
 - » Shepherd's crook
 - » Pool Rules signage
 - » Depth and "No Diving" signage
 - » 2 fire-retardant, self-extinguishing trash receptacles
 - » And, if present, a house phone with Hotel Operator speed dial
- Make certain that any spills in the pool area are cleaned up immediately
- Whenever you are in the pool area
 - » Extract any debris from the water
 - » Pick up and dispose of properly
 - Towels left by guests
 - Left-over food service items
 - Trash
 - » Promptly remove any glass items, broken or not
- If your pool is outdoors, regularly remove sunscreen buildup on plastic and/or aluminum pool furniture



Pool water pH and Chlorine-Bromine levels must be tested three times a day and recorded.



Pick up all towels left by guests and put them in the used towel bin.

By following the procedures shown here you'll positively impact these **Key Performance Indicators (KPI)**

- Overall Fitness facility
- Fitness Center equipment
- Condition of Pool



Make sure that all safety guards are in place on machines. .



Use protective equipment such as goggles when they are needed in "back of house" work areas.

MAINTENANCE DEPARTMENT WORK AREAS

- Always be extra alert and on the outlook for potential hazards when you are in your department's different "back of house" work and operational areas, including
 - » Machine shops
 - » Carpentry shops
 - » Paint shops
 - » Boiler rooms
 - » Equipment storage rooms, etc.
- Be certain to wear any protective items required in these areas, including
 - » Protective Clothing
 - » Gloves
 - » Masks
 - » Goggles
 - » Etc.
- If a task requires using fume exhaust equipment, test it before beginning the work - and keep it on until the job is completed
- Always know how to use any and all safety guards provided on tools or machines - and never remove them.
- Keep your hands away from moving parts or blades
- Do not talk with others when using machinery - or to others who are operating devices
- Stay clear of any areas cordoned off by "do not cross" barriers
- If a machine malfunctions
 - » Turn it off
 - » Unplug it
 - » Determine whether you can repair it on the spot; if not
 - » Take the device out of circulation and notify your Supervisor

MAINTENANCE DEPARTMENT FLOOR RULES

- Keep Maintenance Department floors dry at all times
- If you do see moisture on the floor
 - » Put on protective gloves
 - » Determine the nature of the spilled material
 - » Take whatever steps are required to clean it up
- Follow the rule of self responsibility:
 - » If you spill it, clean it up
 - » If you drop it, pick it up
- Know the established traffic patterns in all of your hotel's maintenance areas
 - » Keep traffic areas clear unless you need to work in them
 - » If you do work in them, make certain it's easy for others to pass

FIRST AID

- Be certain you know where all Maintenance Department First Aid Kits and Eye Wash Stations are located
- Know and follow the exact procedures involved in administering first aid to yourself or a fellow team member
- Report all injuries to your Supervisor



Keep Maintenance Department floors dry at all times. Use protective gloves when cleaning up chemicals.



Know where first-aid kits and eye wash stations are located.

