

	<b>RESOURCE LIBRARY - TECHNICAL SERVICES</b> <b>Repair &amp; Maintenance Concept</b>	<i>CODE:</i> 07.01.001
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## INTRODUCTION

A systematic maintenance organisation is essential for dealing with the complexity of the components in hotel installations, machines and equipment, for monitoring in-house and contracted repair work, and for controlling energy costs. It is also vital for meeting the objective of preserving the value of the hotels through optimum cost management and technical efficiency.

This document is intended as a guideline for setting up and running a hotel maintenance organisation for hotel managers and the hotel's chief engineer.

An efficiently organised hotel maintenance team is the key for ensuring a hotel operates well technically, without any installation or equipment breakdowns to upset normal business, and it is also vital for good safety standards in the fields of fire and accident prevention.

## GUIDELINES AND OBJECTIVES

The objective of systematic maintenance is to ensure that the value of the hotel and its assets is preserved in the long term, and that all the various parts of the hotel building and its installations function efficiently.

### **Buildings and equipment**

- Preserving the value of buildings and equipment in the long term
- Keeping technical breakdowns to a minimum and avoid emergency situations
- Making sure that all technical installations operate at maximum energy efficiency
- Cost-effective and competent maintenance of all machines, installations and parts of buildings
- Efficient monitoring, provision and instructions for safety procedures for guests, staff, installations and parts of buildings.
- Organisation and maintenance of spare parts for machinery & equipment

### **Maintenance organisation**

- Organising the planned and the preventive maintenance work and drafting the requisite documents such as work plans.
- Organising the entire repair works.

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- Effective work allocation to maintenance staff, thereby ensuring cost-efficient maintenance to the Hotel.
- Rationalised purchasing of spare parts, taking into account local suppliers.
- Well-planned and efficient use of outside contractors.
- Drafting, improving and up-dating technical documentation for all installations, buildings and machines.
- Efficient cost control of preventive maintenance, repairs, renovations and energy
- Ensuring effective co-operation between the various departments of a hotel.
- Up-dating the inventory, the machine history file, the address file etc. constantly.

#### **Introduction Maintenance Concept**

- The maintenance concept is based on regular inspections and overhauls. It embraces many individual services.
- The Hotel Engineer is supported by the Regional Engineer, who helps to draw-up the details and does frequent checks on the site.
- To achieve measurable results, a state-of-the-art engineering software is being used.
- The objective of this concept is to provide a planned maintenance for all machines, installations and parts of buildings to keep breakdowns to a minimum.