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FAULT MANAGEMENT

Notifying repairs

The various hotel departments must notify repairs to the maintenance department in writing or in urgent cases by phone. A repair notice form should be completed in triplicate, the original plus one copy be sent to the maintenance department and one copy retained by the department issuing the notice. After completion a signed copy is being returned to the issuing department.

The chief engineer is responsible for carrying out the repair works and allocates the orders to his technicians.

After the job is completed, the technician signs the trouble ticket and submits it to the department in question as a notice of completion of the repair.

Contractor repair services

Jobs and orders, which cannot be carried out by in-house maintenance engineers, must be contracted out to specialist companies, manufacturers or suppliers.

In each case the chief engineer must approve the commission of all such works. He is also the contact person for liaison with all outside contractors. Orders can only be placed with contractors as long as they fall within the financial competence of the chief engineer. Larger scale contracted works require the approval of the hotel manager. The chief engineer or his deputy and he are the liaison officers for work contracted by internal departments to outside companies.

He also monitors the works of contractors and checks the relevant works reports.

All jobs contracted to outside companies must be recorded in the logbook.