

	RESOURCE LIBRARY - TECHNICAL SERVICES Guest Room Management Procedure	<i>CODE:</i> 07.01.034
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Purpose:

目的

To ensure no complaint about engineering problems
做到由工程问题引起的零投诉。

Policy:

政策

Clean and tidy dressing, courtesy and hospitality and prompt maintenance to ensure the quality of maintenance

着装整洁、礼貌待客，维修迅速，保证维修质量。

Procedure:

程序

1. Before entering the room for maintenance, the maintenance personnel should notify the floor attendant to open the door, making sure that the room is available;
维修人员进客房维修时，要通知楼层服务员开门，确认房间是否为空房；
2. In the room area, personnel should dress neatly and be polite to the guests;
进客房区域时，应着装整洁，对客人要有礼貌；
3. The personnel shall obtain the consent of the guests into the room before maintaining the room with guest in;
有客人的房间进行维修时，应征得客人的同意后方可入房维修；
4. The service personnel for maintenance should do the work according to the maintenance projects to ensure the quality of maintenance;
进房维修人员根据维修项目进行维修，并确保维修质量；
5. The maintenance equipment and device should be clear of oil, dust and things like that. Maintenance tools and spare parts should be taken away without omission, with the garbage scattered on the ground cleared;
维修结束后清除设备、设施上的油污、灰尘等。维修工具和备品备件要带走，不得有遗漏,对散落在地上的垃圾要清除干净；
6. If the room equipment and facilities should be moved for maintenance, they should be moved back after the service is completed;
如将客房内设备设施作过移动，维修完毕后应恢复原状；
7. At the end of the maintenance, floor attendant should be notified to check the equipment and sign for approval;
维修结束后要通知楼层服务员对设备进行验收，并签字认可；
8. Phone repair: maintenance duty officers should arrive on the scene in a timely manner according to the maintenance content. They are required to report to the department for signature of forms at the end of the maintenance;

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对电话维修，当值人员应根据维修内容及时赶到现场维修。维修结束后须申报部门补单，并签字认可；

9. Maintenance personnel should ask the customers for consent before replacement repair if the materials are not free. After the completion, the Advice of Charge should be confirmed by the signature or seal of customers, and be returned to the Finance Department. They are not allowed to take cash from the customers lest it will cause negative effect on the hotel (the above can be applied to completely self-housing);

维修人员在更换需收费用料时，事前应告之客户，征得同意才进行更换维修，完工后出具由酒店提供的收费通知单请客户确认签名或盖章，交回财务部，严禁收取客户的现金，以免造成不良影响（以上针对完全自住房）；

10. Maintenance personnel are not allowed to run in the floor, and they can only put a fast pace in urgent situation. (In order to avoid the panic of the guests);

不准在楼层奔跑，如有紧急事情只能放快脚步。（以免引起客人的惊慌）；

11. Maintenance personnel should take the initiative to say hello to guests or staff (for example: Mr., Ms. good morning or good evening, or call customers' name, etc. when it is necessary);

维修时遇见客人或员工要主动打招呼、问好（如先生，女士早上好或晚上好、您好有必要时称呼客人名称等）；

12. Daily work should be efficiently carried out with high-quality and properly prioritized;

以高质量、高效地完成每天的工作，维修时要注意先急后缓；

13. Maintenance personnel are required to be strict with themselves and improve themselves to ensure normal operation of hotel equipment and minimum failure of operation, thus provide a good environment for guests.

严格监督自己，提高自己，保证酒店设备正常，把故障减少最低限度，使酒店给客人一个良好的环境。