**Maintenance Work Order:**

All maintenance repairs identified at the hotel will be written in the form of a work order and held at the front desk or placed in the Maintenance Supervisor’s inbox.

Periodically throughout the day, the written work orders need to be picked up by the Maintenance Supervisor and assigned to the appropriate staff for completion.

Once the repair is complete, notify the appropriate person so the status of the issue becomes “resolved”. If you are not able to complete the repair the same day assigned, make Management aware that the guest room needs to be placed on Out of Order status until it can be resolved.

**Guest Requests:**

When guest has notified the desk about a problem in the guest room, that maintenance issue is prioritized. If a guest has contacted the front desk about an issue in their room, the front desk will immediately contact maintenance, or the most qualified staff member that is available to take care of the issue. It is important that all guest concerns are repaired quickly and with the highest quality of repair and professionalism. If the maintenance situation requires time and/or skills beyond what the team member has available, every effort should be made to move the guest to another room and put the original room out of order – unless the maintenance item is of a minor nature that does not bother the guest. Upon completion of the guest room you must let the guest and the front desk know that the repair is complete. If the guest is away, leave a note letting them know the repair is resolved.

**Communicating maintenance work in housekeeping department**

Room attendants are the best and first line in recognizing deficiencies that can cause guest dissatisfaction.

By setting up a proactive system where employees find problems, report them, and repair them before a guest rents the room, the staff can avoid guest dissatisfaction.

The following procedures can help detect common issues that if undetected could cause a problem or guest concern. All housekeeping staff should be trained to regularly check the following:

**Mattress:** If two people in a bed get wedged together in the middle because the mattress sags, no one is content. A Room attendant can easily see a sagging mattress when the sheets are stripped away. Rotate the sleep set regularly, and replace it when necessary.

**Heating/ Air Conditioning:** If the temperature makes staff uncomfortable while cleaning the room, chances are that guest will also be uncomfortable during their stay. Recognize and report problems with heaters or air conditioners.

**Lighting:** If the room attendant thinks the room seems dark a guest may feel the same way. Check each lamp's placement, each bulb's wattage and whether the switch/fixture is working.

**Door:** Door hardware which is not working properly irritates everyone and is potentially security issue. If it is difficult to enter the room to clean it, recognize and report the situation and make sure the door is repaired before renting.

**Toilet:** If it takes more than one flush to get everything down the drain or if the water continually runs, report the condition to maintenance immediately.

**Vanity and Tub:** Sparkling porcelain can make the customer feel the room is extra clean, especially if the faucets are shiny. Using a dry cloth to polish them can make the difference. Watch for stains, drips, or corroded hardware.

**Towels:** "Soft" is the word most people use to describe how they want their towels. A soft towel that is free of stains will feel new and will not remind a guest that it has been used by someone else. If the linen is something less than soft and clean, replace it.

**Bathroom walls :** If wallpaper or vinyl begins peeling or wearing out, it should be replaced immediately. Also ensure that the bathroom door is working properly. Report any problem to maintenance.

**Water Temperature :** For safety sake, recognize the temperature of the water and how long it takes to get warm. Extremes of cold or hot should be reported.

**Ventilation :** If a mirror fogs up while the bathroom is being cleaned, the fogging probably frustrates the guest. Check the fan and keep it clean.

When housekeeping identifies a maintenance issue, staff will follow the “Maintenance Work Order” procedure.