



Preventive



Corrective



Environmental



Purchases

&amp; energy management

# Breakdown Management

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## Objective and scope

This document describes the procedures in case of issues or breakdowns that could occur at the hotel. The issues can be managed by:

- Maintenance staff of the hotel
- External companies ( we will make sure that the company has the appropriate certificate for the correspondent equipment or installation)

The Maintenance Manager is the person responsible for the daily tasks related to the possible breakdowns in the hotel.

In order to control and correct those installations and equipments that could pollute the environment, the hotel will have to do the preventive maintenance tasks established by the System of Environment and Energy Management of NH Hotels.

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## 1 General criteria

**\* The hotels certified under the ISO standard, will use the procedures and templates derived from its application.**

All the Maintenance Managers must keep a record with all the data (or a copy) of the contracts signed (see document *Mandatory contract lis.xls* , see procedure *Preventive installation maintenance.xls*) by the hotel or the Environmental and Energy corporative department, a copy of the delivery notes and invoices received for all the tasks completed by external companies.



All the issues must **ALWAYS** be reported on the *Maintenance incidences.xls*. This file is **UNIQUE** and must always be updated on a shared folder in the server data network of the hotel and will be used to notify and control all the possible issues occurred.

## 2 Operative

### 2.1 Breakdown notification

**Responsible:** *Any department of the hotel, Maintenance Manager*

Any department of the hotel can detect a breakdown, which will be notified to the Maintenance Manager. The Front Office of the hotel can receive also notifications in different ways:

- Client call/ notification at the front office.
- Or through the Housekeeper, before informed by the chambermaid while cleaning the rooms (see procedure *Daily preparation and cleanliness monitoring*) or by any other Department Head of the hotel.

In any case we will write down the breakdown, the date, and the time on *Maintenance incidences.xls* available on the hotel's network and we will inform the Maintenance Manager to explain the situation and the issue.

### 2.2 Breakdown resolution

**Responsible:** *Maintenance staff*

In the case of an urgent issue (the urgency of an issue will be established by the Maintenance Manager and the Hotel Manager) or if the client is still in the room (in this case the issue will become high priority) we will try to resolve it as fast as possible given the staff and resources available at that time.

If the issue is not urgent, then the Maintenance Manager will establish the revision depending on the rest of the duties for the day.

If there is any waste during the repair tasks, we will dispose them as established by *Waste management*. If the waste generated is not included, the Maintenance Manager will contact the Environmental and energy corporate department to establish the best way to dispose them.

If the issue cannot be repaired immediately and we need to change the client's room, we will contact the front office to inform about the situation and the reason that does not allow making the repairs immediately (See procedure – *Customer service*)

### 2.3 Repair signing

**Responsible:** *Maintenance staff*

Once the issue is correctly resolved we will fulfill the template *Maintenance incidence.xls* indicating the person in charge, date and time of the repair.



## 2.4 Repair revision and breakdown record signing

**Responsible:** Hotel Manager, Maintenance Manager, Environment and Engineering Regional Responsible

The Maintenance Manager will check that repairs have been done correctly and will sign to close the issue on the *Maintenance incidences.xls*.

The Hotel Manager will revise and sign the document **once a week** and the Environment and Engineering Regional Responsible will revise them at least **each six months**.

## 2.5 External companies repairs

**Responsible:** Maintenance Manager, external company

If there is a maintenance contract for the equipment that has a breakdown then we will directly contact the company in charge of its maintenance

Regarding activities carried out by external companies in our centres, we should always watch the countries standards related to prevention of labour risks.

The external companies have always to abide the legislation in terms of safety and work place risk prevention. To ensure this, the Management will require from the company a certificate and make them sign the necessary prevention risk protocols according to the local legislation.

When the staff of the external company arrives to the hotel we will show them the installation or equipment that needs to be revised and we will give them a phone contact number. When the tasks are completed we will require a delivery note. The works done will be revised by the Maintenance Manager to ensure that the requested tasks are completed and also that the materials and work times are correct. Finally, if everything is correct we will sign the delivery note.

In this case the document that has to be fulfilled is the *External companies tasks control.xls*.

## 3 Service rules

**Responsible:** Maintenance staff

### 3.1 Room breakdowns

The following rules will be applied for breakdowns in rooms occupied by clients:

- If we find the *"Do not disturb"* sign we will not enter, we will wait until we are notified or the client changes the sign to *"You may enter"*.
- Before entering the room we will knock twice to allow the client to give an answer if he is in the room.
- If the client is in the room we will ask for his permission to start the work or if he prefers that it is done at a different moment. We will always be polite and use expression such as *"Good morning/afternoon/evening, may I start the repairs now?" Thank you*, or *"At what time could we come to make the repair?"*
- We will never leave a client room unattended.
- When done we will ask the client if everything is correct for him and we will politely say goodbye.



- If the guest is not in the room, we will hang the **“Repair Service”** sign on the door, and the repairs will be done with the door closed. There are two exceptions to keep the door open:
  - For emergency exit doors.
  - If the client is inside the room we can also leave the door open always with the **“Repair Service”** sign on the door.
- Once done we will check that all door and windows are correctly closed.
- Never open the room to a guest who requests it. Explain to the guest that for safety reasons, he/she should contact the Reception and request a duplicate of the key card.
- It is totally forbidden to put on the TV or radio while doing the task. If the client has left then on we will turn them off. It is also totally forbidden to smoke in the rooms.
- If our personal phone rings while doing the task we will not answer.
- It is totally forbidden to use the room's phone to make personal calls. The only accessible phone for the staff will be in the Maintenance Manager office and can be only used with permission for a serious issue.
- Silence and discretion are the best way to show respect to the guests.
- We will never use the guests' bathroom and we will not touch the amenities (paper, towels, etc...)
- Once the tasks are done we will contact the Housekeeper, so he can send someone to clean the room if necessary.

### 3.2 Common areas breakdowns

The tasks have to be done always following these rules:

- If the task will generate any discomfort to the client (noises, paint smell, etc...) we will notify the front office indicating how long the tasks will take. The front office then will be able to take the necessary measures (notifying the guest, changing rooms, etc.)
- When the task is done in public area all the security necessary measurements have to be taken, such as putting cones or tape to delimit the working zone, as well as a multilingual sign advertising of the works, and apologizing for any inconvenience.

## 4 Related procedures

Preventive installation maintenance  
 Daily preparation and cleanliness monitoring  
 Waste management  
 Customer service



## 5 Templates and file

Template or Document	Responsible	File period
Maintenance incidences	Maintenance Manager/ Hotel Manager	3 years
External companies tasks control		
Copy of all the delivery notes and invoices as well as a record of all the tasks fulfilled by external companies		6 years (5 plus the current year), except for the equipment that require life time record <b>*BU Italy: 10 years (9 plus the current year)</b>

## 6 Procedure validation

Version	Corporate Area	Approved by		Approval date
1	Projects, Construction & Engineering <b>(Process Owner)</b>	Environment & Engineering Director SVP Projects, Construction & Engineering	Luis Ortega Santiago López	October 2012
	Internal Audit	SVP Internal Audit		
	Operations	Operations Control Director		
	Resources	SVP Human Resources		
	Management Committee			Steering Minutes 16/10/2012