

# MAINTENANCE MANUAL



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## 1 What is the purpose of this Manual?

This manual is a reference tool that serves for the following functions:

- Inform and train the Maintenance staff by explaining the processes, resources, and tools of guest service and the preparation of tasks which will help optimize the management of the functions to be carried out by the Maintenance Department.
- Resolve doubts by including important information which is easy to locate and available.
- Introduce good environmental practices that allow us to perform our daily activities in a sustainable manner and committed to the Environment.

At NH Hotels, we strive to pursue the maximum guest satisfaction by providing excellent service, an aspiration that all the employees of the Group must share. In order to do this we must:

- Offer our guests products and services that are in accordance with high quality in relation to the offered price always based on our service standards and management as well as offer a prompt and professional response to their needs.
- Continuously improve our entrepreneurial spirit and business processes.
- Promote the development and innovation of attractive products and services using the technology and resources available to maximize profitability.
- Maintain a solid partnership with all those collaborators involved in the organization (companies, agencies, suppliers, etc.)

We consider processes as a key element for the company strategy which guarantees obtaining the unique model of management.

The Hotel Manager will know the guidelines gathered along the procedures and he/she will be the responsible of ensuring its proper implementation.

## 2 Customer care service

### 2.1 What values the client

The hotel chain image influences the client's decision of the hotel he will choose. He will select the hotel that can give him the products and services that he requires to the best possible price.

The client values comfort, attention and safety. A good service given by the front office staff will cover the client's requirements.

### 2.2 Client loyalty

The client satisfaction will bring the client loyalty. A satisfied customer will become loyal client. It is very probable that satisfied customers will come back to a hotel of the chain, and he will eventually attract new clients.

An unsatisfied customer will share his bad experience to more people than a satisfied client. This gives us the idea that is harder to recover an unsatisfied customer than to keep a loyal client.

There are many aspects that condition the image that a client has of our chain; small details and the staff care give NH Hotels the human warmth that influences the customer's satisfaction.

The client is the person that comes to us for a service that covers his needs and his expectations. Covering or not his expectations will determine if he comes back to our hotel. So the key is not only to cover his needs but also to exceed his expectations.

## 3 Basic conduct rules

### 3.1 The image of the Maintenance staff



Our image as well as the image we want to project in our work areas conveys a lot of information about the quality of our service. It is important to pay special attention to this aspect which determines the perception of the guest about us and the image of the company we represent.

The main duties of the Maintenance Department at NH Hotels is to ensure the correct operation of the equipment and the correct maintenance and good appearance of our hotels accordance to the standards of Quality established by the Company.

#### The uniform:




- Wear all shift long the certified uniform clean and ironed.
- The uniform should always be buttoned up.
- We will always have an extra clean uniform at the hotel.
- We will not add personal decorations to the uniform.
- We will inform our superiors when we think that our uniform has to be replaced.
- Wear slip-resistant shoes, preferably dark shoes or those shoes provided by hotel (if apply)

#### The ID tag:



- All the NH Employees included the intern employees have to wear their certified ID tag.
- The ID tag has to be in the upper left side of the jacket with the name (if the person has more than one first name one of them will be shorten) and the first last name in full.
- All the hotels will have a DYMO marker machine to make the stickers for the tags. The ribbon has to be transparent or silver.
- The color of the letters will be black; the kind of font will be the Avenir 12. The first initial will be written in capital letters and the rest will be lower case letters.
- Use the flags corresponding to the languages the person speaks fluently.
- There are special tags for the intern staff.

## Appearance:

	Men should shave off their beard and or keep their beard or moustache well-trimmed
	Clean and combed hair
	No piercing shown on visible body parts
	Neutral hair color, not flashy
	Discreet make up
	Women with long hair should tie it up, and men should always have short hair
	You can only wear a watch and or discreet ring (one necklace and/or one bracelet will be accepted)

## Hygiene:

- It is very important to take care of our daily personal hygiene and to use deodorant.
- Avoid using strongly perfumes.

## Personal goods:

- It is not permitted to use personal mobile phones or other electronic devices during working hours.
- All the personal items should be left in the lockers.

## Order and cleanliness:

These linguistic terms are known worldwide without a doubt and they are also powerful tools which transmit our corporate image and our willingness to care for the details. Cleanliness is a responsibility shared by all.

Remember to check:

- Our tools and workplace are tidy.
- Do not forget to clean the waste after the maintenance tasks.
- All the items are in their corresponding place.
- The furniture, decorations and lights work correctly and are in good condition.

## 3.2 Basic politeness rules

The basic politeness rules warranty a professional attention:



1. When the guest approaches you, stand in an upright position, looking up, contact with the guest with a friendly "Good Morning/Afternoon" and smile, avoid using rude words, disparaging movements and out of place comments.
2. Refer to the client as Sir or Madam or the last name if we know it.
3. Do not be on first-name terms with the guest even if he/she is a regular guest unless this is requested by the guest. Even if the guest has previously requested for us to be on first-name terms, we will never do so in front of others.
4. Be friendly, polite and efficient with the client.

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5. Keep your voice audible to the client we are referring to but not for the rest of the persons around.
6. Have a close relation with the client but without abusing his trust. .
7. Be discreet and never tell any details of a client that is, will be or has been in the hotel to another client. Under no circumstances we will never mention or criticize a client even if another client does it.
8. Use a polite vocabulary.
9. Do not use rude language.
10. Do not gesticulate too much.
11. Do not make unpleasant comments.
12. Avoid maintaining conversations of internal or personal matters in the presence of client or in public areas.
13. Always look into the eyes to the client when he speaks to us, and as much as we can when we speak to them.
14. Keep your cellular phones all shift off. If there is any major reason and exceptionally we can keep it on in silence mode.
15. Always thank heartily and sincerely the clients after any conversation with them.
16. Always use “please” for every question or petition we make to the client.
17. Do not chew gum, do not eat or drink in the areas reserved for the guests.
18. Do not use our professional slang with the client (For example: amenities, check-out, etc.)

### **3.3 Security protocol**

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The security is an important aspect which needs to be looked after as it directly affects the quality of our service and the image we convey at NH Hotels for the well-being of our guests. We will define the basic security rules that have to be meticulously observed:

- In any case we will give information to anyone about our clients.
- 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. The same procedure should be carried out if the guest arrives while we are cleaning the room or meeting rooms.
- Keep your voice audible to the client we are referring to but not for the rest of the persons around. Nobody cares about a conversation we maintain with a client or a colleague.
- Never leave the room unattended while working. If for some reason it is necessary to leave the room, close the door so that no one can enter.
- Do not alter any of the personal items of the guest but only what is strictly necessary.

- Pay special attention to the forgotten items. Any item or object left by the guest in the room should be handed in to the Housekeeper taking note of the date and the room number in which it was found.
- Pay attention to any strange object that you may find in the room.
- We will **firmly control the master keys**, they should never be valid for more than a month and never get them out of the hotel.
- If we detect any suspicious person we will notify it immediately.

Our relation with the clients is based on trust. Therefore, we should provide them with the best service they deserve. This is why we are committed to strictly follow our security protocol.

### **3.4 Work safety: workplace risk prevention regulations**

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In order to minimize the possibility of hazards derived from the work and ensure our security and health we need to make the prevention part of our tasks, respecting the regulations and measures established by NH Hotels.

We will always be extremely cautious and abide to the safety regulations, observing the recommendations for each equipment, furniture, installation, etc., and abide to the safety regulation of the product we might be using for each task.

We will properly use the received instructions of the machines, work equipment, tools, hazardous product and any information given for our tasks (individual safety equipment, safety measures, etc.) We will always use the correct safety equipment for the task we are doing at each moment as it is established on the task hazard evaluation (safety gloves, jacket of high visibility, safety harnesses, etc.).

We will maintain tidy, clean and well conserved the area, equipment, tools and other elements under our supervision in order to ensure a safe and correct use of them. We will take special care of the safety equipment (fire extinguisher, etc.) and we will check that the emergency stairs and exits are free of any obstacle and clearly signposted.

We will work along with the Management to ensure a safe and harmless working place as well as a correct preparation for possible emergency situations.

When the maintenance tasks are done by an **external company**, we will transmit to our colleagues and service handlers the active engagement to continuously improve the safety conditions, observing always the workplace risk prevention rules of each country in relations to the task done in our premises.

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

### **3.5 System of Environmental and Energy Management of NH Hotels**

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At NH Hotels we understand that the environment and the energy efficiency is a main part of the Chain activity.

- From the planning, design, and hotel construction to the daily operation of the hotels and the customer service NH Hotels always has an environmental, efficient and ecological approach.

- We use to anticipate and study all the technological possibilities and analyze life habits to innovate and offer services that respond to future social and environmental challenges.
- We are an urban chain and we have a firm engagement with cities sustainability.
- NH Hotels works to make a correct energy use while maintaining a correct operation of the building, making an equilibrate use of the energy and promoting the use of renewable energy, as well as we guarantee a good service to give our customers a satisfying experience.

NH Hotels has designed a System of Environmental and Energy Management that covers all activities including the hotel management and that might have an environmental and energy impact: the accommodation, the F&B service, and the events and conventions.

**The Management Committee of NH Hotels** has an absolute **commitment** with this System, which will help achieve the directives that have been established concerning the environment and energy management. This commitment was defined, implemented and expressed on the Environmental and Energy Policy signed by the Executive Chairman.

	<h2>ENVIRONMENTAL AND ENERGY POLICY</h2>
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NH Hotels, **responsible company** with reference to the tourism sector, promises, within their daily practices, a standard of care and respect for the environment and the rational use of energy.

To uphold this **promise**, NH Hotels considers the utmost involvement of the entire company and of all employees necessary: though implementing efficient solutions and the search for sustainable and innovative alternatives within its corporate headquarters, hotels and its company's products.

It is for this that we have outlined and **Environmental and Energy Policy** which is used as a point of reference to establish and revise environmental objectives and goals, based on the following **fundamentals**:

- The application of criteria, pertaining to the environment and the rational use of energy, in all planning processes and decisions taken that could effect the environment.
- Compliance with environmental and energy consumption legislation which is applicable to our business, as well as compliance with agreements that we have made that are not legally sanctioned.
- Implementing of necessary tools to prevent pollution and reduce energy consumption.
- Rational use of resources, minimizing of consumption of water, paper and energy; reducing the generation of waste and emissions; favoring recycling and looking for eco-efficient solutions.
- Involvement of all the company's employees in environmental and energy efficiency objectives, carried out through training and awareness programs.
- Promotion of good environmental and energy efficient practices with our providers and clients and the support of the purchase and design of eco-efficient products and services.
- Contribution to the investigation, development and spreading of scientific and technological understanding concerning the preservation of the environment and energy efficiency.
- Collaboration with public administration and sector entities in the definition and the involvement of the developmental conditions for sustainable tourism.



- Contribution with our activities to improve the conditions of the environments of regions and countries where we operate, identifying areas for improvement and working on developing efficient solutions tailored for each specific environment.
- Maintaining our promises for continuous improvement in all environmental aspect that the Company identifies.

1st of June, 2011

**Mariano Pérez Claver**

**Executive Chairman of NH Hotels**

## Objectives and goals:

NH Hotels coherent with the **Environmental and Energy Policy**, implement and define actions with applications and results both at a short and long term. In this way they define strategies and plans quarterly, annually, five-yearly or even for the buildings life.

Annually establish environmental and energy management improvements within all the relevant levels and the according operations in the organization. To establish the environmental and energy objectives the special characteristics of each hotel are taken into account.

The environmental and energy objectives must be applied by all hotels. Starting with the global objectives, we will define objectives for each BU and hotel.

It is our responsibility to ensure the correct operation and use of the equipment, while ensuring a correct use of natural resources. It is also our obligation to implement the energy efficiency measurements and to promote savings.

## 4 Manual structure

All along the documents we will find icons that will help to situate the procedure for each case.

