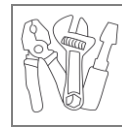




Preventive



Corrective



Environmental  
& energy management



Purchases

# Preventive maintenance of rooms, common areas and meeting rooms

Published: October 2012

Update Version: October 2012

Code: 65-00-04-PR-E-02-00

## Objective and scope

Preventive maintenance is necessary to maintain the installations and equipment well preserved.

In order to keep the installation and equipment well preserved, each hotel will have to establish its own preventive maintenance plans for rooms, common areas, and meeting rooms. These reviews must be frequent and rigorous as they will avoid unexpected breakdowns and will allow us to offer to the clients a better product and service.

The Hotel Manager, the Maintenance Manager and the Housekeeper are responsible for the correct application of the preventive maintenance plans.

## Summary

- 1 Operative
- 2 Related procedures
- 3 Procedure validation

## 1 Operative

**Responsible: Hotel Manager, Maintenance Manager, Housekeeper**

The review and inspection of the rooms, common areas and meeting rooms will be made following the guidelines established and using the templates indicated in the procedures “*Inspection of the rooms and bathrooms*” and – “*Inspection of common areas and meeting rooms*” defined for the **Housekeeping Area**.

The Hotel Manager along with the Maintenance Responsible and the Housekeeper will define the number of rooms to be inspected, considering that the higher frequency and thoroughness of the reviews will ensure a better product and service for the guests.

A ratio 1.5% of is recommended of the total hotel rooms of daily inspection. This means that every three months all the rooms will have been inspected (for example: in a hotel with 200 rooms, 3 rooms will be checked each day).

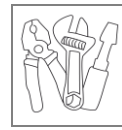
Concerning to common areas, the inspections must be done quarterly, although increase the frequency it is recommended, depending on the availability of both departments.

This inspection has a double purpose:

Organization Department – Preventive maintenance of rooms, common areas and meeting rooms



Preventive



Corrective



Environmental



Purchases

& energy management

- Identify the correct level of and conservation of the rooms and common areas of the hotel.

The Maintenance Department will inspect the condition and the proper function of every element and facility in the rooms and in the common areas. The department will repair the breakdowns and replace all the items in bad status, which could cause customer complaints.

In both case, they will fill in the template *"Inspection of the rooms and bathrooms.xls"* and *"Inspection of the common areas and meeting rooms.xls"*. This registration form should be adapted to each hotel in his rooms and common areas. After the inspection, the form will be properly filed.

The control inspection will be filled in the template *"Rooms Inspection Status.xls"*. Where we indicate each revision in each room and the date of the inspection.

This control allow us to provide a forecast of expenditures on repairs that should be included in the budget of the next year.

The Maintenance Responsible should send to the Regional Maintenance of each area a summary with all repairs and replaces to be carried out.

- A preventive maintenance plan has to be established identifying all the items and the frequency or review.

Based on the results of the inspections of rooms and common areas, it is recommended to establish a plan of preventive maintenance, taking into considerations all the areas of the hotels and its items. A well-structured reviewing program is the guarantee for achieving excellent results.

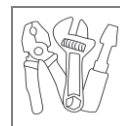
For the correct planning of the preventive maintenance, it is necessary to elaborate a list of all the elements that have to be taken into consideration and take note of the ideal frequency of review to maintain them in perfect conditions ( silicon revision, review of flow and water pressure, proper operation of the thermostats, etc).

For one same element, the frequency can vary depending on each hotel and in function of the different factors (occupancy, weather, kind of guests, etc)

Each area of the hotel will have its opening and closing hours which will be taken into account for certain works. With regards to the areas that do not close at any time, those works will be done at a convenient hour which will not disturb the clients.



Preventive



Corrective



Environmental



Purchases

& energy management

### 3 Templates and files

Template	Responsible	File Period
Room inspection status	Maintenance	12 months
Inspection of the rooms and bathrooms	Maintenance	12 months
Inspection of common areas and meeting rooms	Maintenance	12 months

### 4 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