

Soft Touch Trading (Pty) Ltd

# **A Guide for Scheduled Maintenance and Repairs**

**Accommodation Establishments**

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## **Maintenance and Repairs: Do we ever keep up**

Maintenance is something that never ends in an Accommodation establishment and just when one thinks it is under control either something expensive breaks or it is time to remodel or upgrade!

Maintenance seems to fall into four categories:

1. Preventive room maintenance
2. Preventive equipment maintenance
3. Routine repairs based on work-orders
4. Emergencies.

Each has its distinct time element, relative priority and level of interest from management and the maintenance staff.

Clearly everything stops for emergencies. A burst hot water pipe on an upper floor or a broken washer when occupancy is high will get everyone's attention. No one but a neighbouring guest seems to care about squeaky hinges on guest room doors. How to keep all this balanced is a challenge to managers and owners alike.

### **Maintenance Saves Effort**

The first thing that should be obvious is that routine repairs and, to a lesser degree, emergencies will be reduced significantly if preventive room and equipment maintenance is taking place. The problem for many managers and maintenance people is how to get out from under the ongoing repairs and emergencies in order to conceive and implement preventive maintenance programs.

### **Maintenance: Just Do It**

The key thing: get started.

### **Lower Costs in Long Run**

In summary, I want to emphasize that whatever is spent on preventive maintenance is going to lower maintenance costs in the long run, enhance the guest experience (read that as increase repeat business and word-of-mouth advertising) and improve the Accommodation establishment as an attractive and safe place to work.





## Maintenance Checklists

These checklists act as a reminder of all the items that need attention on a regular basis. Anytime you're performing one of these maintenance inspections, make a copy of the appropriate form from this section and carry it with you to act as a reminder of all the items that need checking.

### **Daily Routine Maintenance Checklists (Days One Through Five)**

Set of checks for every day of the week. This will help to assure the entire property meets our high maintenance standards.

#### **Day One - Public Area Checklist**

##### Maintenance Checklist

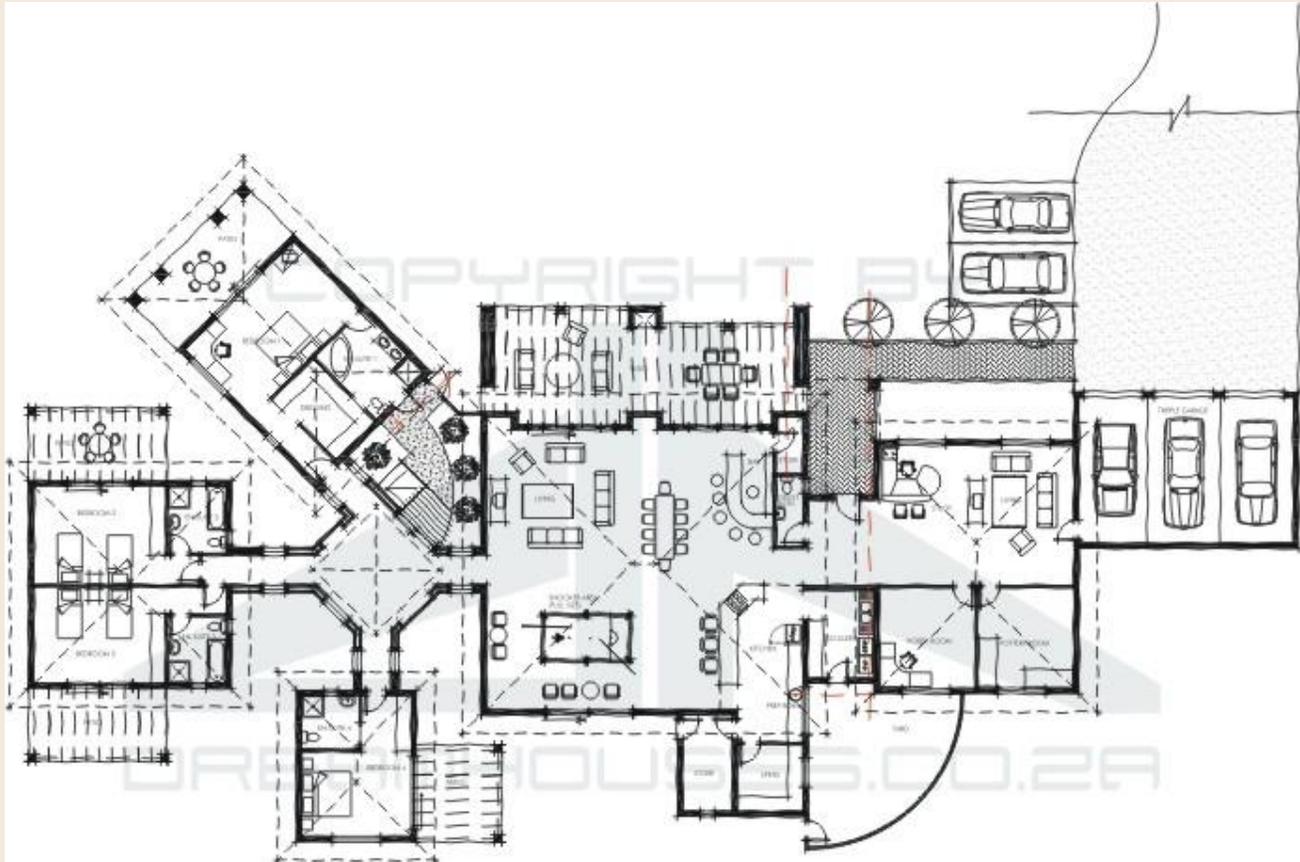
Perform these Daily activities, making an entry as each task has been completed.

<b>Task</b>	<b>Initials</b>	<b>Date</b>
Exterior Windows/Railings – Clean. Check condition		
Exterior Lights – Remove bugs. Check and replace bulbs		
Exterior Signs – Clean. Check condition, attachments		
Exterior Waste Bins – Check condition, cleanliness		
Parking Lot – Check striping, drains. Perform any sealing, painting		
Satellite Dish – Remove leaves, dirt, etc		
Landscaping – Check condition		
Sprinklers – Turn on and test heads		
Fencing – Check condition		
Find others and add in		

Following the pattern I have above and go through every section of your property and create a checklist, soon you will find that 5 days is not enough for all that you have to do.

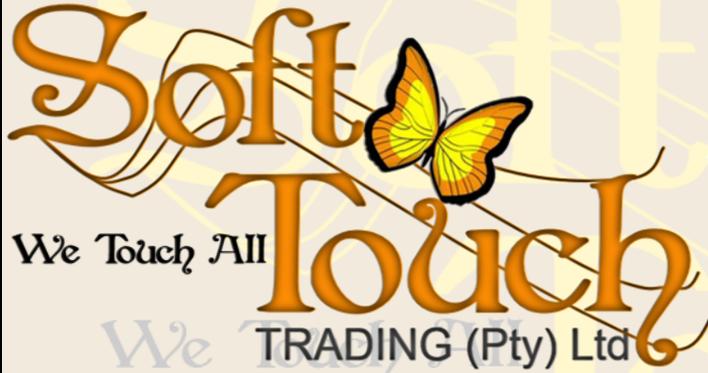
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### Sample floor plan of a Guest House



**Check everything as often as you can – you want to make a profit – Just do it**

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