SUMMARY

The objectives of this study are:

(a) to study how an integrated system can be applied in the hotel maintenance management for hotels between 300 to 600 rooms;

(b) to study the problems encountered in information communication between the maintenance department and all other departments in a hotel during the process of fault reporting and work requisition and the consequent wastage of labour.

Information communication on fault reporting and work requisition in a hotel has been experiencing an intensive labour cost in dispatching information through a form of work order. Many of these work orders have been communicated through telephone without any record and thus causing disputes and misunderstanding between the maintenance department and the various departments in a hotel. The purpose of this study is to look into the communication problems involved and to suggest ways to reduce these problems.

In this study, the CHIME Integrated Computerised Maintenance Management System from INDECO ENGINEERS PTE LTD was used as a vehicle for study of objective (a). Much modification is needed in such a system to accommodate a hotel's specific maintenance management needs. CHIME's Electronic Mailing System was applied
to a hotel to study how it can help to reduce problems in fault reporting and work requisition procedures. The Electronic Mailing System was also studied to show how it could reduce unnecessary labour cost and in turn to increase productivity and level of professional service.