ABSTRACT

The core business of a hotel is to provide the guests with a clean and comfortable guest room environment. Guests who have an enjoyable stay will return on their next visit. To achieve this goal, the hotel must have an effective and efficient maintenance management system.

While there have been a number of publications on principles and practices of maintenance management system, few have focused on their application in the hotel industry.

Most hotels in Singapore adopt these general principles and practices in the maintenance of their hotel properties. However, the nature of the hotel operations is service oriented which requires guest satisfaction be met on a 24-hourly basis. As such, hotel maintenance management systems should be adapted to fulfil this requirement.

This study provides a thorough review of hotel maintenance management in general, followed by a case study of the maintenance management system of a large first class hotel with particular reference to its guest rooms.

The study shows how the hotel formulated its maintenance policies in regard to the maintenance of the guest rooms; planned its maintenance systems which involve both preventive and corrective maintenance, as well as refurbishment. It also examines the feedback system which is part of the maintenance cycle. An area which is normally omitted in other similar studies is that of housekeeping, an important part of maintenance function. In this case, the labour and staffing requirements to perform the housekeeping tasks are discussed at length.

Finally, the study concludes and confirms that, unlike general building maintenance management system, hotel maintenance management system is really governed by the requirement to satisfy guests at all times. Through this principle the ultimate aim is to maximize the profits of the hotel.