SUMMARY

With the surge of information technology in the twentieth century, many hotels have begun to utilise its potential as an improvement to the level of services. This is necessary in order to provide a better service to the customers. Most of the hotel systems including front office, back office, food and beverage, sales and marketing have been computerised. However an area that is still lacking is the works order system for maintenance works, which is still in its manual phase. The reasons for the delay are examined. Computerisation in maintenance management is relatively new to hotels and it will take time to develop the confidence. Integrated computerised systems are available in the market. However, as most of the hotels have been in operation for a long time, integration of the various systems such as fire, security, building automation, front office, guestroom facilities become increasingly costly and difficult. This is because of the different protocol required for each system. A common protocol is not available in the market to provide an interface among the various systems. Data retrieval becomes difficult since the common interface is not available. The alternative solution for hotels is to rely on customisation to achieve their needs.

A case study of a Five Star Hotel is included in this study. The Hotel began to incorporate computerisation in the area of maintenance management. The present level of computerisation has
successfully passed through the first phase of implementation and there are plans to include preventive maintenance. A closer look at the environment, procedures for implementation and costs/benefits of the upgrading is covered in this dissertation.

Among the recent computer software for maintenance include Computer Aided Facilities Management and Maintenance, which are used with increasing frequency by Facilities/Property Managers. They include Computer Aided Design/Engineering, Decision Support Systems, Management Information Systems, Project Management Systems and Word Processing. The next step in the near future is to extend computerisation to integrate Building Automation Systems and create Intelligent Buildings. However, it is hopeful that the role of Intelligent Buildings will be the answer to effective and efficient Maintenance Management in the decades to come.

KEYWORDS
MAINTENANCE MANAGEMENT, COMPUTER AIDED DESIGN/ENGINEERING, FACILITIES MANAGEMENT SYSTEMS.