ABSTRACT

The study centres on the hotel industry in Singapore, and focuses on the uniqueness of this industry. It examines the functional requirements of hotels, the hotel development process and operational requirements and the important role building maintenance has to play within the hotel industry.

Maintenance expenditure of a medium sized deluxe hotel is analysed for feedback information on its profile of maintenance and to ascertain the main heads of expenditure for evaluating the design and maintainability aspects of the hotel.

The problems faced in analysing the information and data currently available within the hotel and the high proportion of maintenance expenditure which were attributed to the original design of the hotel raised the need to propose a framework for a maintenance information system which could provide structured feedback information on the maintenance and design of the existing building which could be used for the development and refurbishment of hotels.