

## Preventive Maintenance

### Anticipate Maintenance Issues



Preventing maintenance problems is every hotelier's goal. GuestWare's Preventive Maintenance system helps to do just that. It provides an efficient way to plan, record and analyze the maintenance of hotel guestrooms. It provides valuable data for project planning and room renovations and makes it easy to consolidate housekeeping, general cleaning and engineering preventive maintenance under one management structure. The software ensures that each guest enjoys a clean, safe and maintenance-free stay.

### Schedule Room Maintenance

GuestWare's Preventive Maintenance system facilitates the scheduling and monitoring of room maintenance. It installs with a recommended room preventive maintenance check list which can be used to create unlimited check lists. Check lists define when a room is due for preventive maintenance and the tasks to be accomplished.

*"A hotel room PM is uniquely different from mechanical PM."*

After a room PM and inspection has been conducted, results are logged into GuestWare.

*Room attributes and problem history provide valuable information during the PM process.*

*Create your own check lists with tasks that can be organized into groups.*

### Define, Analyze Problem Areas

GuestWare's Preventive Maintenance system provides the ability to produce reports and graphs that enable continuous analysis of defects.

*Minimize guest interruption. Maximize labor efficiency.*

Management summary reports ensure room preventive maintenance is being done on schedule. Reports also show those rooms that are past due for maintenance. Graphs can show defect counts by a specific room attribute, time period or section of a hotel.

Room	Rm Status	Check List	Last PM	Over	Incidents	Assigned To	Status	Scheduled
403	Departing	Suite PM	1/1/03 - Suite PM	74	3	PM Team 1	Scheduled	6/13/03
404	Vacant	Full PM		0	0	John Hammer	Due	
405	Vacant	Full PM		0	0	John Hammer	Due	
406	Departing	Full PM		0	0	John Hammer	Scheduled	6/14/03
407	Departing	Full PM		0	0	John Hammer	Scheduled	6/14/03
408	Departing	Full PM		0	0	John Hammer	Scheduled	6/14/03
409	Vacant	Full PM		0	0	John Hammer	Due	
504	Vacant	Full PM		0	0	John Hammer	Due	
505	Vacant	Full PM		0	0	John Hammer	Due	
506	Vacant	Full PM		0	0	John Hammer	Due	
507	Vacant	Full PM		0	0	John Hammer	Due	

*Room status and past incidents provide additional information, making scheduling and prioritizing PMs easy.*

## Work Orders

### Improve Maintenance Work Flow

Ensuring all guestrooms and other hotel facilities are in working order is critical to guest satisfaction. GuestWare's Work Orders system provides the ability to prioritize and monitor necessary maintenance tasks to ensure the highest level of quality. It also helps improve work flow by providing a systematic way to track and analyze work orders. GuestWare's Work Orders system provides management with the tools it needs to better manage labor and product quality control.

### Maximize Work Order Efficiency

GuestWare's Work Orders system provides the ability to enter, print, monitor and close work orders quickly and efficiently. Easy-to-use work order entry screens provide fast access to maintenance categories.

GuestWare automatically tracks response time and provides a follow-up feature to monitor unfinished assignments. GuestWare also tracks the costs incurred from each work order.

*Improve work flow. Increase guest satisfaction.*

*Create, track and assign work orders quickly and easily.*

*Log the cost of each incident for later analysis.*

### Generate Powerful Reports

Using GuestWare's report writer, hoteliers can generate reports that detail work orders by incident code, average response time per incident and average response time per person. Reports also can be produced that detail closed and open work orders, and work orders outstanding. The work order summary report details what percentage of the work orders were closed within the hotel's priority goal.

*GuestWare provides the tools hoteliers need to identify trends and save money.*

Work Order Statistics			
Assigned To: Fred Brown			
Priority	Work Orders Completed	Avg. Resolution Time (hr:min)	% Within Priority Goal
Urgent	23	00:19	47.8 %
Assigned To: Jeff Fasero			
Priority	Work Orders Completed	Avg. Resolution Time (hr:min)	% Within Priority Goal
Urgent	9	00:24	44.4 %
Assigned To: John Hammer			
Priority	Work Orders Completed	Avg. Resolution Time (hr:min)	% Within Priority Goal
Urgent	11	00:17	54.5 %
Overall Results			
	Work Orders Completed	Avg. Resolution Time (hr:min)	% Within Priority Goal
	43	00:20	48.9 %

*GuestWare's Work Order Statistics Report provides vital resolution time data.*