



Standard Operating Procedure (SOP)

Title: Housekeeping – Guest Room Maintenance Reporting
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1. Purpose

This SOP outlines the procedures for identifying and reporting maintenance issues in guest rooms at Tamborine Mountain Glades. It ensures that maintenance issues are promptly communicated to the maintenance department for quick resolution, thereby maintaining the quality and safety of the guest rooms.

2. Scope

This SOP applies to all housekeeping staff and any other employees who may enter guest rooms and identify maintenance issues. It covers the steps for reporting issues and the communication procedures with the maintenance department.

3. Responsibility

All housekeeping staff and other employees who identify maintenance issues in guest rooms are responsible for reporting these issues according to this SOP. The maintenance department is responsible for addressing reported issues promptly and efficiently. Supervisors are responsible for overseeing the process and ensuring that all issues are resolved in a timely manner.

4. Procedure

4.1 Identifying Maintenance Issues

1. Visual Inspection:

- During room cleaning or while performing other duties in the guest room, housekeeping staff should conduct a visual inspection for any maintenance issues. Common issues may include:
 - **Electrical Problems:** Non-functioning lights, faulty outlets, or malfunctioning electronic devices (e.g., TV, air conditioning).
 - **Plumbing Issues:** Leaky faucets, slow drains, toilet malfunctions, or water stains.
 - **Structural Issues:** Cracks in walls or ceilings, loose tiles, or damaged furniture.
 - **Safety Hazards:** Loose handrails, broken locks, or exposed wires.
 - **Appliance Issues:** Malfunctioning mini-fridge, coffee maker, or other in-room appliances.
 - **Aesthetic Issues:** Peeling paint, worn carpeting, or damaged wallpaper.

2. Testing Functional Items:

- Housekeeping staff should test functional items such as lights, faucets, and electronic devices to ensure they are working correctly.



- Check the thermostat and air conditioning/heating system to ensure it is functioning properly.

3. Guest Feedback:

- If a guest reports an issue directly to housekeeping staff, it should be treated with the same urgency as an issue discovered during inspection.
- Thank the guest for bringing the issue to attention and assure them that it will be addressed promptly.

4.2 Reporting Maintenance Issues

1. Documenting the Issue:

- When a maintenance issue is identified, it should be documented immediately.

Include the following details:

- Room number
- Description of the issue (e.g., “Leaking faucet in bathroom,” “Light not working near bed”)
- Date and time the issue was discovered
- Any additional notes or observations (e.g., “Guest mentioned the issue this morning”)

2. Immediate Reporting:

- Report the issue to the maintenance department as soon as it is identified. Use the designated communication method (e.g., radio, messaging app, maintenance request form) to ensure the issue is logged and assigned promptly.
- For urgent issues that may impact guest safety or comfort (e.g., electrical problems, water leaks), contact the maintenance department immediately via radio or direct phone call.

3. Recording the Issue:

- Enter the maintenance issue into the Guest Room Maintenance Log or the hotel’s property management system (PMS). Ensure that all details are accurately recorded and that the issue is marked as “Pending” until resolved.

4.3 Communication with the Maintenance Department

1. Direct Communication:

- Use radios or the designated messaging app to communicate directly with the maintenance department for quick reporting and follow-up on urgent issues.
- Clearly communicate the details of the issue, including the room number and a brief description of the problem.

2. Maintenance Request Form:

- For non-urgent issues, complete a Maintenance Request Form and submit it to the maintenance department. Ensure that the form includes all relevant details and is submitted promptly.

3. Tracking and Follow-Up:

- After reporting the issue, track its status in the Guest Room Maintenance Log or PMS. Check regularly to see if the issue has been resolved.



- If the issue has not been addressed within a reasonable timeframe, follow up with the maintenance department to inquire about the status and expedite the resolution.

4. Guest Communication:

- If the issue affects a guest's stay (e.g., broken air conditioning), inform the guest of the reported issue and the expected timeframe for resolution. Apologize for the inconvenience and offer assistance as needed (e.g., room change, temporary solution).
- Update the guest once the issue is resolved and ensure they are satisfied with the outcome.

4.4 Resolution and Documentation

1. Confirmation of Resolution:

- Once the maintenance department resolves the issue, confirm that the problem has been fixed by checking the room or receiving confirmation from maintenance.
- Mark the issue as "Resolved" in the Guest Room Maintenance Log or PMS and note the date and time of resolution.

2. Final Inspection:

- Conduct a final inspection of the affected area to ensure that the repair or maintenance work was completed satisfactorily and that no further issues remain.

3. Guest Follow-Up:

- If the issue affected a guest, follow up with them to ensure they are satisfied with the resolution. Thank them for their patience and offer any further assistance if needed.

5. Quality Control

1. Supervisor Review:

- Supervisors should regularly review the Guest Room Maintenance Log or PMS to ensure that all reported issues are being addressed in a timely manner.
- Identify any recurring issues or patterns that may require additional attention or preventative maintenance.

2. Feedback and Improvement:

- Encourage housekeeping staff to provide feedback on the maintenance reporting process and suggest improvements.
- Work with the maintenance department to streamline communication and ensure quick resolution of issues.

6. Safety Precautions

1. Handling Hazardous Issues:

- If a maintenance issue poses a safety risk (e.g., exposed wires, broken glass), ensure that the area is secured and that guests and staff are kept away until the issue is resolved.
- Report the hazard immediately to both the maintenance department and the supervisor.

2. Personal Protective Equipment (PPE):



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- Housekeeping staff should use appropriate PPE when dealing with certain maintenance issues (e.g., leaking water, broken glass) to protect themselves from harm.

7. Documentation

1. Guest Room Maintenance Log:

- Maintain an accurate and up-to-date Guest Room Maintenance Log, recording all reported issues, actions taken, and resolutions.
- Use the log to identify trends and prioritize preventative maintenance in commonly affected areas.

2. Incident Reports:

- If a maintenance issue leads to an incident (e.g., guest injury, significant property damage), complete an incident report and escalate it to management for further investigation and follow-up.

8. Training

1. Staff Training:

- All housekeeping staff must be trained on this SOP during their orientation. Training should include how to identify common maintenance issues, how to report them, and the importance of timely communication with the maintenance department.
- Provide periodic refresher training to ensure that all staff remain knowledgeable about the reporting process and any updates to procedures.