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## On the system management of tourist hotel facilities repair and maintenance work

Feilong Liu\*

School of Economics and Management Hunan Institute of Science and Technology,  
414006, Yueyang, Hunan, (CHINA)  
E-mail : liufeilong12@126.com

### ABSTRACT

The professional repair and maintenance of Tourist Hotel is a very important job. Because it can not only effectively prolong the service life of equipment and raise its utilization rate but also ensure the management service needs of the Tourist Hotel better. Therefore, the Tourist Hotel in operational process must always adhere to always clear characteristics of hotel equipment management, content and basic program, regarding the advanced repair maintenance concept as the guidance, establish the scientific management system, clarify the professional requirements and perfect effective management mechanism, so as to ensure that its maintenance work into effect.

### KEYWORDS

Tourist hotel; The system management; Facilities and equipment; Repair and maintenance.



Tourist Hotel as one of the three pillars of tourism in a country's or a region's economic development have more and more important the role that cannot be replaced. So, it is very important to strengthen the operation and management. A large number of facts explain, the professional repair and maintenance of Tourist Hotel, can not only effectively prolong the service life of equipment and raise its utilization rate, but also ensure its business services needs better. That is to say the professional repair and maintenance can not only provide basic guarantee on excellent customer service for the Tourist Hotel but also create a good operating efficiency. So, the repair and maintenance of Tourist Hotel's facilities and equipment is a very important job. We should never lower our guard. How to do this work? The author has been engaged in Tourist Hotel from the grass-roots management to top management about more than 10 years. According to his experience, I think we only regard it as a system engineering to catch, can we put it into effect. It means we should always Clear characteristics of hotel equipment management, content and basic program, consider the advanced concept as a guide, consider a scientific management system as a means, consider the professional requirements as the roots, consider the effective management mechanism as the guarantee, and operate completely and systematically to ensure the normal operation of Tourist Hotel facilities.<sup>[1]</sup>

### **ALWAYS CLEAR CHARACTERISTICS OF HOTEL EQUIPMENT MANAGEMENT, CONTENT AND BASIC PROGRAM IS THE PREMISE OF THE TOURIST HOTELS MAINTENANCE WORK TO IMPROVE**

Hotel product is formed by the physical facilities and intangible services. Facilities and equipment is to ensure that the material basis of the value enjoyed by guests at the hotel, Quality services can only be built on the basis of intact facilities, To fully exert its effect. In practice, the guests will naturally facilities as important indicators to judge the quality of hotel service. Therefore, we want do a good job in the tourist hotels facilities and equipment maintenance, First, the basic characteristics of the hotel facilities management, content and procedures must always be clear.

#### **The basic features of the hotel equipment management**

From the operation of hotel facilities, The hotel equipment management generally has the following characteristics:

(1) The maintenance of hotel equipment management A wide range of hotel facilities, Involving mechanical, electrical, thermal engineering, construction, etc. A wide range of professional. Its business a long time, long time of equipment operation, The development of the social needs of forcing a short time hotel equipment updates, The emergence of many new devices often leads to the hotel equipment wear and tear, resulting in the compression of its economic life. Moreover, a lot of hotel equipment generally by its users (guests) to operate, Users improper operation will often occur, Thus bound likely to cause damage to the equipment. Therefore, the operation of the Hotel actual situation on the maintenance and management of the hotel facilities put forward higher requirements.

(2) The cyclical nature of the hotel equipment management Anything in the world will have its life cycle, Hotel equipment management course as well. The hotel equipment lifecycle management refers to the entire stage from design to end-of-life equipment. That is to say from the hotel to build on, we should take full account of the planning and design of the hotel facilities, Including device configuration, modeling, design, and so on. When Hotels operational, The maintenance, repair and renovation of the facilities and equipment that must be carried out, When the device reaches the endpoint of economic life or material life cycle, The hotel equipment necessary to carry out the phase-out and update.

(3) The social of hotel equipment management Hotel facilities generally come from many different manufacturers, These characteristics such as brand grade specifications, performance, quality, adaptability and maintenance of the equipment, The management of the hotel facilities will naturally have different requirements. Therefore, the hotel must be in the actual operation according to their grade, geographical location, size, Services settings, cost performance, maintenance, and other factors in the implementation of the design and selection of equipment, Contact with the manufacturer of the equipment must be maintained during operation, In order to effectively guarantee the future maintenance and repair.

(4) Hotel equipment management objectives. The hotel is operating units to based on creating the best value for money for the purpose. Therefore, it must be integrated the best fit about the investment in facilities and equipment, lowest cost of equipment maintenance and the equipment to create value and economic life of the equipment.

(5) Hotel equipment management science. Management theory of modern equipment is the foundation to ensure the normal operation of of the hotel Device Manager. Hotel facilities is managed by people, Therefore, only the management theory of modern equipment to guide the management of the hotel equipment, In order to form a scientific and systematic management mode in order to ensure the normal operation of the hotel facilities.

#### **Hotel facilities management basic content and basic procedures**

The hotel equipment management should be included in the whole process about the selection, procurement, installation, commissioning, use, maintenance, renovation, out of, and information feedback. Hotel Device Manager from the three aspects, The early management of hotel equipment, service of management and post-management, In this regard, three aspects must implement a unified system management, Particular period of service management is even more important and critical.

### **IT IS THE FOUNDATION OF DOING WELL THE REPAIR AND MAINTENANCE WORK OF TOURIST HOTEL TO ADHERE TO THE ADVANCED IDEA AS THE GUIDE**

Tourist Hotel, especially senior Tourist Hotel, has complete general service functions and a lot of facilities and

equipment, and its repair and maintenance touches upon many sides, so the task of Tourist Hotel's repair and maintenance is hard. Therefore, if we want to ensure the repair and maintenance of Tourist Hotel's facilities and equipment, we must adhere to the advanced idea as the guidance forever.

#### **All the things that guests can see must be in good condition.**

This is the principle of service that each employee must adhere to in the environmental management process of Tourist Hotel. At the same time it is also the hardware environment quality of Tourist Hotel on its customer service process and the basic requirements of guest's satisfaction and comfort. Tourist Hotel will not only require that each employee have such sense of work, but also change this kind of consciousness and ideas into their own behavior.

#### **Scientific maintenance and repair is to create profits.**

On one hand the scientific maintenance and repair of Tourist Hotel can create good service environment, improve guests' satisfaction and increase operating income. On the other hand, it can reduce loss, extend equipment life and reduce operating costs. Whether income's rise, or the cost's descent, both of them are the efficient ways to create profits.

#### **Changing passive repair and maintenance into active repair and maintenance**

Generally speaking, on equipment repair and maintenance, Tourist Hotel often takes a passive approach, namely the "fire" style of work. Repair and maintenance departments won't send a repair and maintenance until the use department come up with an application of repair and maintenance. Although the ways of repair and maintenance is very pertinent, it is difficult to ensure the normal operation of the facilities and equipment in this way. Once the sudden repair and maintenance applications are come up, it will affect the normal operation of the Tourist Hotel, leading to adverse effects. Therefore, repair and maintenance departments of Tourist Hotel must change the work style. They should change passive repair and maintenance into active repair and maintenance and change the "fire" style's repair and maintenance into "defensive" repair and maintenance. It requires the workers of repair and maintenance strengthen inspection and be active on repair and maintenance of the facilities and equipment to ensure the normal operation of facilities and equipment.

#### **The service object is the front office**

People generally think that the repair and maintenance of Tourist Hotel's facilities and equipment belongs to the second-line department work of Tourist Hotel. And it does not provide direct service for guests. However the fact is not the case. Although the work of the second departments does not contact with guests directly, the effect of the work is transferred to the guests through the facilities and equipment. Therefore, repair maintenance department must regard onstage as its service object, aim at meeting the requirements, try their best to repair and maintain Tourist Hotel's facilities and equipment and support for customer service in Tourist Hotel completely.

#### **Tourist Hotel's repair and maintenance work needs innovation**

As the first productivity that promotes social development, technological factors are constantly developing and changing. For repair maintenance departments of Tourist Hotel, it is pay close attention to in practical work to advance with the Times, constantly apply new technology and improve the facilities and equipment. So, in the actual operation process, repair and maintenance departments of Tourist Hotel should continue to study new technologies and new methods, which is good for improving the efficiency of repair and maintenance, reducing the cost of repair and maintenance and improving the service quality of Tourist Hotel.

### **ESTABLISHING A SCIENTIFIC MANAGEMENT SYSTEM IS A EFFICIENT METHOD TO DO WELL IN THE CORRECTIVE MAINTENANCE OF TOURIST HOTEL**

#### **Must implement "three full" management.**

One is the full participation. The corrective maintenance of tourist hotels' facility instruments is not just a business of the maintenance department, every employee in the hotel should participate in it. First of all the hotel should be combined with the actual operation and equipment performance, formulate corresponding operation regulations; Second, before every employee gets employed, they should have a understanding of the operational approach of the facility instruments that they might engage in when they are working, using the equipments correctly is also the effective guarantee to prolong their service life ;Again in the procedure of operation, every employee is requested to inform the engineering department once they find out that equipment is damaged or it can't do its regular work to avoid having an effect on the guest services quality due to the damage of facility instruments.

Two it is whole process management, That is, from facilities equipment selection to loss disposal process management. This includes in purchasing equipment, the user department presents a purchasing requisition first, provides multiple alternative purchasing samples, analyses numerous index of the samples and report to the competent department for reference; When facilities equipment procurement is in place, specialized departments take their charge, build facilities management parameter, follow the tracks of the service condition of facilities. The user department should put forward scrap and report to cost control department for the record when the facilities can't operate normally and need to be scrapped. The series of regulatory measures are taken to ensure the efficient use of the hotel facilities equipment.

Three is comprehensive management. That is, from technical, economic (the lowest cost for equipment cycle), environmental protection, and other comprehensive management. The most obvious manifestation appears when procurement

is requested, the explain buy department do some special investigation to the similar products in market before purchase and do general term contrasts between the performance index of candidate products. Besides the convenience for decision makers to make decision, it's more important to guarantee the advancement、economy、environment of the purchased facilities.<sup>[2]</sup>

### **The necessity of building three-level maintenance system**

In order to maintenance hotel facilities equipment preferably, the hotel should build three-level maintenance system. Various using department is the primal duty officer, their main duties are operation standardization of these facility instruments、routine attention and property custody; the secondary duty officer is professional technician, their main duties are daily inspection and routine maintenance ; tertiary duty officer is professional executive, their main duties are technology diagnosis, scheduled maintenance and the regular inspection of the facilities. The establishment of the three-level maintenance system makes it possible to explicit the responsibility of facilities using and maintenance to ensure that the hotel facilities can work properly.

### **The necessity of building strict working procedures and standards.**

Hotel should build strict working procedures and standards for the maintenance of facilities. Under the guidance of strict working procedures and standards, the employees will have a clear understanding about workflow and requirements, not only can it ensure the regular use of facilities, but also ensure maintenance effects when operational program is fallowed and avoid damages to facilities occurring because of the improper operation.

### **The necessity of realizing back-stage management**

Firstly, we should treat back-stage management as front-stage management, foster a sense of service, and regard the hotel internal maintenance as a kind of the guest service; each operation department is the service target of the engineering department whose duty is facilities' maintenance. Therefore, the engineering department should guarantee that they undertake everything basing on the practical needs of the operational department, combine their technical strength, and continuously improve the use function of the facilities.

Secondly, managing energy sources, expenses as targets, the engineering department works out a budget about all the energy consumption and maintenance cost for the whole year and every month, controls it strictly in every month, and brings it into the hotel cost control system, the energy consumption and maintenance cost control, also be one of the evaluation index of the department.

## **THE BASIC TO DO WELL IN TOURIST HOTEL MAINTENANCE WORK IS TO CLEAR THE PROFESSIONAL REQUIREMENT**

### **Clearly supports the professional design**

Professional design is to make the guests comfort and convenience as the principle when the tourist hotel in the process of functional zoning. It must follow the professional requirements, prevent the unreasonable phenomena, avoid to bring guests inconvenience and reduce maintenance difficulty.

### **Clear assurances that professional equipment tools**

On the Tourist hotel facilities equipment's maintenance process, the use of maintenance department is proprietary equipment tools. for example, when cleaning marble mesa, what to use is the crystallization machine, water machine, watering can, clean pad, glass tools scraping, etc. and the elixirs include the crystalline powder, K2, K3 reagent, etc. These tools and drug use, in order to better the hotel facilities equipment for maintenance.

### **Clear use the technical and professional methods**

Professional technology and method, is to better to play the role of proprietary equipment tools' use. In the actual operation process, such as the housekeeping department can take different cleaning method based on the carpet smudgy degree. And for smudgy degree heavier carpet is taken to smoke wash away.

### **Clear the maintenance team equipped with professional**

This needs in the own business operation of the hotels' development process, gradually training professional talents proficient in professional technology and have professional spirit. Only with these high quality staff in the team, can the maintenance work of the hotel make good effect.

## **HEALTHY AND EFFECTIVE MECHANISM IS IMPROVE THE TOURIST HOTEL MAINTENANCE WORK OF PROTECTION**

A hotel in the development of business process should pay much attention to the construction of the management mechanism. For a good hotel management mechanism is the guarantee of success, to the tourism hotel the maintenance work of the speaking, of course, in the same way. Therefore, it is necessary to establish the following mechanism.

### **Establish maintenance performance evaluation mechanism**

Maintenance system establishment and can't ensure maintenance measures effective execution. In order to guarantee measures in place, the hotel can establish a complete set of performance evaluation system this system should be present index, form dynamic and engage the four characteristics. In judging system can be placed in the six assessment target: facilities management, equipment use integrates record, equipment maintenance responsibility system, equipment maintenance, operation and use, daily maintenance. Each assessment items were 15 points, 10 points and 15 points, 10 points, 25 points, 25 points, add up to 100 points for evaluating the various may set up four levels of assessment standards, and describe the corresponding standards, respectively expressed as: excellent, satisfaction, generally, is bad. Give the corresponding range. The assessment based on the actual work of the reviewed performance evaluation, with specific index to evaluate the work of the reviewed, let a person be clear at a glance, and also more can manifest the fair and reasonable.

In addition, the tourist hotel maintenance department monthly to the work location, including maintenance quantity index. At the same time, still can make monthly maintenance work of the total list will be maintenance and repair of comparative analysis of last month, for maintenance performance evaluation according to provide detailed.

### **Establish the reasonable promotion mechanism**

Maintenance departments shall give employees promotions according to the requirements of the post level and the actual performance of the employees, ensuring the rationality of compensation mechanism. Meanwhile, the management mode of Trousers can be set up in the department. That is, through career employees to carry on the design, management and technology development for two development path, so as to effectively motivate staff team

#### **Establish training mechanism**

Maintenance technology is constantly updated. In order to ensure its technical personnel level can be improved and the hotel shall establish and improve the series of training mechanism, including cross training, professional training mode of complementary give priority to. Hotel engineering is generally facilities maintenance equipment of the department, it is a technology support department, should its employees professional technical requirements in the first place. Therefore, the engineering department of hotels should clear the unique training requirements, which means that grassroots employees are required to own a skill with more abilities, professional manager a specialty with more abilities, the department manager for a fine can. To meet this requirement, the engineering department should work in different maintenance groups and do cross training among them through which these maintenance groups can know each other's basic tasks and technical requirements better, while ensuring the constant improvement of their own professional skills to ensure the rise at the same time. At the same time, it is also benefit for the complementation of different types of professional skills.

### **Establish encourage innovation mechanism**

When professional technology to a certain extent will increase the difficulty of the breakthrough again. Therefore, we must go to seek for the new breakthrough, such as the use of joint innovation way, using the principle of complementary advantages, looking for innovation opportunity. This requires the tourist hotel managers, especially top managers, employees should be encouraged in the practical work to continuously explore new technical research plan. In fact many hotel has done that, and they with positive enlightened policy to encourage employees through a variety of ways of technology innovation, so as to reduce the maintenance cost, and increase the profit of the hotel.

The tourist hotel operation is customer orientation, satisfy the customer demand also won the customer. In the course of the operations of tourist hotels, tourist hotel Must grasp the basic characteristics and basic program of equipment management, with advanced concepts, scientific management, professional requirements, good mechanism, it can effectively ensure the normal operation of the facilities, can get not only the guest's identity, and at the same time can also for the sustainable development of tourist hotel laid solid foundation.<sup>[3]</sup>

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