



FINE HOSPITALITY GROUP

Job Description – Maintenance Supervisor

Reports to: General Manager

Requirements: Carry or lifting items weighing up to 50 pounds
Pulling and pushing up to 150 pounds
Frequent standing up and moving
Frequently bending, stooping and kneeling
Willing to work on weekends, and/or holidays

General Responsibilities:

- The maintenance supervisor oversees hotel maintenance, energy usage and many of the hotel's safety and security programs.
- Hotel areas maintained under the direction of the chief engineer include public areas, guestrooms, support areas, machinery, equipment and grounds.

Specific Responsibilities:

1. Supervise the maintenance of the hotel so that there are no additional expenses or lost of business resulting from deferred maintenance.
2. Review and be knowledgeable of information contained on circulated management reports.
3. Implement and adhere to all Company purchasing procedures and controls.
4. Protect the Company's financial assets.
5. Be knowledgeable on the safe use of tools, chemicals, supplies and related materials. Use these materials safely and according to instructions.
6. Use hotel supplies and materials efficiently.
7. Promptly report to the general manager and correct maintenance deficiencies that may have a negative effect on guest comfort and/or operating expenses.



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8. Promptly report and correct risks to guest, visitor and employee safety, security and health to general manager.
9. Coordinate access to guestrooms and timeliness of guestroom maintenance with the housekeeping and front office departments.
10. Be knowledgeable of hotel features, amenities and services.
11. Adhere to all company policies and procedures.
12. Participate in job-oriented continuing education programs.
13. Implement and monitor a formal, documented ongoing preventive maintenance program for all of the hotel's major equipment and machinery.
14. Implement and monitor a formal, documented ongoing maintenance program for all hotel guestrooms.
15. Represent the hotel with enthusiasm, professionalism and businesslike appearance and demeanor to all hotel guests, clients, prospective clients, and agents and to the community.
16. Adhere to all laws and regulations regarding work-place safety and health. Educate employees on such laws and regulations and actively promote their adherence to those laws and regulations.

Summary of Duties:

1. Complete and post daily work checklists and special project checklists.
2. Conduct daily tours of all hotel facilities to discover and correct maintenance deficiencies, conditions that negatively affect guest experience and conditions that risk the security safety or health of hotel employees, guests or other visitors.
3. Report and investigate losses of company assets.
4. Tactfully and professionally handle special guest situations and problems.
5. Report guest comments to the general manager and the front desk staff.



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6. Respond to written and verbal work orders originating from the front desk, housekeeping staff and management.
7. Deliver requested items to guestrooms, such as bedding, pillows, cribs, rollaway beds, towels, light bulbs and supplies when requested by the supervisor or the front desk staff.
8. Report the status of maintenance assignments to the front desk, housekeeping and management.
9. Repair and clean mechanical equipment. Perform preventive maintenance on mechanical equipment.
10. Complete special projects, including but not limited to, painting, refinishing, plumbing, flooring, wall treatments, landscaping, demolition, construction, electrical, carpentry, refrigeration and other projects.
11. Repair and clean furniture, fixtures and equipment in the hotel's guest rooms, public areas, storerooms, offices, work shops, support areas, garage and outdoor areas.
12. Secure guestrooms, storerooms, mechanical rooms and work areas. Secure hotel equipment and supplies.
13. Maintain comprehensive records on guestroom maintenance and preventive maintenance.
14. Complete other assignments and perform other duties as directed by management.