



Hotel Maintenance Management Practices

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Abstract

This study investigates hotel maintenance management practices and the barriers in implementing these practices from maintenance managers' viewpoint in the Egyptian 5-star hotels. The study used the comprehensive sample. A total of 160 questionnaires were distributed to the maintenance managers in the Egyptian 5-star hotels. The results indicated that the practices of 'maintenance management plan' and 'maintenance management team' play the most significant role in influencing their maintenance efficiency. The results also indicate that 'insufficient fund for maintenance job' and 'Lack of skilled personnel in maintenance departments' are the major barriers responsible for the poor implementation of maintenance management. This study provides guidance and references for better building maintenance management system for Egyptian hotels. It would enable the hotel operators to achieve better maintenance efficiency through various strategies and practices.

Keywords: Maintenance; Practices; Barriers; Hotel; Efficiency

Introduction

Maintenance is the key for providing better built environment to building customers and users. Maintenance of the hospitality building is significant as its effectiveness will directly affect the quality of services, which have direct and significant effect on satisfying customers' wants and expectations. Proper maintenance management is essential for hotel operations for many reasons including [1-12].

To maintain the capital invested, enhance its value and sustain reasonable investment return;

- a) To increase safety and security of hotel guests and employees by ensuring the building, services and facilities are safe and fit for use;
- b) To ensure the availability/reliability of all the assets and services required by the customers;
- c) To keep or increase market share by satisfying the current or impending guests;
- d) To conform with the new trends and technology in the market (e.g. the green movement);
- e) To conserve corporate image, appearance, historical and architectural values;
- f) To increase the operational stability and efficiency of the facilities and systems;
- g) To ensure energy expenditure (improving energy efficiency);
- h) To mitigate the consequences of a natural disaster such as hurricanes and earthquakes;
- i) To meet governmental requirements like Disability Act, health and safety regulations;
- j) To carry on with the competition;
- k) To ensure operation readiness of all equipment required for emergency use at all time;
- l) To increase the life cycle of the property and achieve minimum breakdowns or deteriorations.

Unfortunately, the background suggests that maintenance has

been given a very low priority in most organizations. Such a lack of concern results in under-resourcing of maintenance which further affects building performance. Moreover, maintenance performance has been criticized in literature as being inefficient, unsatisfactory, and slow responsiveness for many reasons which include [13-25].

Insufficient proactive maintenance strategies and as a result much of the manpower is wasted in performing the corrective maintenance.

1. Maintenance personnel are too focused on technical responsibilities than managerial, social, legal, financial, and inter-departmental communication issues.
2. Maintenance performance is generally hard to measure, as it should not only consider quantifiable parameters but also the quality of the performed maintenance and its organization.
3. The lack of building maintenance objectives, which are not properly coordinated and not matching with organizational directions. Operators need to maintain brand image which may clash with owners' revenue targets.
4. Hospitality facilities requires higher maintenance and renovation cost than residential and industrial buildings, as they are more dynamic, complex, in construction and installation.
5. Lack of complete recordkeeping of hotels maintenance activities.
6. Rare research on maintenance for hotel facilities.
7. There is no unique maintenance strategy suitable for all types of buildings due to different characteristics, such as design, purposes, construction forms, uses, building services ... etc.
8. The "African Poor Maintenance Culture". The problem of

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Proceedings of the 3rd International Conference on Reinventing Business Practices, Start-ups and Sustainability (ICRBSS 2023) Meena Rani Nimmagadda, Catherine S., Praseeda Challapalli, V. Sasirekha, 2024-02-19 This is an open access book About the ICRBSS 2023 International Conference on Reinventing Business Practices Start ups and Sustainability Responsible Consumption and Production ICRBSS 2023 brings together scholars researchers educators and professionals from around the world to discuss the latest trends challenges and opportunities in the spheres of businesses regulatory environment consumer groups advocacy agencies and the environment at large The sub theme of the conference this year Responsible Consumption and Production is the 12th goal of the UN Sustainable Development Goals The conference provides a platform for industry experts policymakers and the academic fraternity to share their experiences and insights The sessions are designed to promote interaction among participants through keynote speaker sessions panel discussions presentations and the like

Sustainable Disposal Methods of Food Wastes in Hospitality Operations Singh, Amrik, Tyagi, Pankaj Kumar, Garg, Anshul, 2024-03-06 Food waste has evolved into a global crisis casting a long shadow over nations and the interconnected fabric of our world The repercussions of this excess reverberate through environmental and socio economic landscapes demanding immediate attention Globally the challenge of reducing food waste is acknowledged as a linchpin in achieving a sustainable future The book *Sustainable Disposal Methods of Food Wastes in Hospitality Operations* confronts this escalating issue head on It contends that the time is ripe for a change in waste disposal practices advocating for sustainable methods to alleviate environmental strain combat climate change and safeguard public health This book delves into the heart of waste management principles and strategies Beyond identifying the severity of the issue the book ventures into uncharted territories exploring emergent debates surrounding systemic causes and solutions In a world where information and communication technology empower organizations a gap persists in translating these advancements into effective waste management initiatives The book urges a holistic understanding of the issue drawing attention to the need for collaborative efforts between governments and private industry players to bridge this divide As it provides a global perspective the handbook becomes a tool for those seeking to comprehend the intricate web of challenges posed by food waste and navigate towards a sustainable future

Proceedings of the 1st International Hospitality, Travel and Event Conference (IHTREC 2023) Derinta Entas, 2023-06-12 This is an open access book *Reinventing Hospitality Travel and Event for a Future Direction* The tourism industry is an important sector in the world particularly in terms of its ability to create jobs generate income and contribute to people's well being While of its importance the tourism industry is vulnerable to external disruptions Historically the tourism industry has been vulnerable to terrorist attacks recessions pandemics natural disasters and the effects of climate change Such challenges have also forced the industry to accelerate innovation and transformation to survive and thrive Technology and digitalization are more commonly used in businesses and organizations operations

There are shifts in consumer behavior as a result of disruptions Travelers demand safer products and services and more efficient ways to travel New products and services emerge as a result of the disruptions for example trends in virtual conferences cloud kitchens staycations and many more Guest Cycle In Hotels Dr. Ashish Ahlawat,2025-06-18 Dr Ashish Ahlawat s book Guest Cycle in Hotels A Comprehensive Guide to Room Division Operations serves as an essential resource for students educators and hospitality professionals seeking in depth knowledge of the guest experience in hotel settings This well structured guide systematically explores each stage of the guest cycle pre arrival arrival stay and departure highlighting the critical roles and responsibilities within the front office and housekeeping departments Combining theoretical insights with practical applications the book emphasizes operational procedures industry best practices and customer service excellence It is a valuable addition to hospitality education and training offering clear explanations and real world examples that enhance understanding of room division operations in modern hotel management **Journal** ,1988 *The Malayan Law Journal* ,1976 **Gas Journal** ,1924 Personnel Management Abstracts ,2000 Resources in Education ,1990-10 *Journal of Gas Lighting* ,1924 **Municipal Journal and Public Works** ,1914 *Municipal Journal* ,1914 **Journal of Gas Lighting and Water Supply** ,1924 *Journal of Soil and Water Conservation in India* ,2008 *The Electrical Journal* ,1901 **Journal of the House of Representatives of the United States** United States. Congress. House,1999 Some vols include supplemental journals of such proceedings of the sessions as during the time they were depending were ordered to be kept secret and respecting which the injunction of secrecy was afterwards taken off by the order of the House *Journal of the Senate* Minnesota. Legislature. Senate,1986 Journal for the extra session 1933 34 was issued with House Journal for that session spine title Journals Senate and House *World Development Report 1996* ,1996 Almost one third of the world s population has embarked on a transition from planned to market economies Like economic reforms elsewhere the long term goal of this transition is to build a thriving market economy capable of delivering long term growth in living standards Now in its 19th annual edition the *World Development Report 1996* takes an in depth look at these transition countries focusing on the key lessons that have taken place thus far The introduction to the Report poses a number of key questions that are addressed in later chapters including questions relating to initial challenges and how contries have tackled them from very different starting points and political conditions The Report also focuses on the additional challenges these transition countries face with a final chapter that summarizes the main conclusion of the Report creating a text that will no doubt become the definitive source for students stydying international economics and politics Shipping World & Shipbuilder ,1990 **Building World** ,1902

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web prayer for eagle scout court of honor dear lord from your judgment seat on high look down on a scoutmaster such as i

search me through and find me whole then help me lord to reach my goal help me lord to work for

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web here is an example of an eagle scout benediction prayer that can be used in court of honor ceremonies dear lord as we gather here today to celebrate the achievements of this young man who has earned the rank of eagle scout we give thanks for the opportunities and challenges that have brought him to this moment

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web mar 29 2012 may we who have witnessed this court of honor of eagle scout seth lee stramel be emboldened to be prepared no matter the situation and trust in god the father son and holy spirit to divinely guide our days and our deeds in his peace

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web let us begin our ceremony by lighting candles symbolic of the three parts of the scout oath duty to g d and country pause for a scout to light candle duty to others pause for a scout to light candle duty to self pause for a scout to light candle mc in scouting as in most activities of life there are rules

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web eagle scout he joins the company of men who have by word deed and action upheld a way of life and an approach to living that reflects the best in our nation may serve as a role model for his troop mates and may his life reflect the values of the scout law the scout oath and traditions of his faith amen

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web jan 12 2016 worshipweb benediction for an eagle scout ceremony dear god spirit of life and love an eagle scout court of honor marks the end of one journey a journey of participating in scouting now a new journey begins with a commitment to better scouting where all may participate bless all of n s future endeavors

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web worshipweb invocation for an eagle scout ceremony dear god spirit of life and love creator of the mountains and the forests it is good to be gathered here on the occasion of n receiving his her their eagle scout award we are thankful for the service he she they has have given to his her their troop crew ship community and council

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web please stand for the invocation let us pray lord god we stand before you tonight in awe of your glory and in gratitude for all your blessings we thank you for bringing us together as a family of scouts gathered to celebrate the accomplishments of richard in attaining the rank of eagle scout

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chapter 1 the novel opens as francis cassavant returns to his hometown of monument after serving in world war ii francis begins his story by explaining the gruesome injuries he sustained when he fell on a live grenade and saved his platoon

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about this ebook francis joseph cassavant is 18 he has just returned home from the second world war and he has no face he does have a gun and a mission to murder his childhood hero francis lost most of his face when he fell on a grenade in france

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the three time frames of the novel are introduced what is happening in the present what happened in the war and what happened before he left the narrative switches from one time to another throughout the novel below is a summary of what happens in each of these periods

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