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| Job Band – 7Hotel Level – I | Department – EngineeringReports to – Operations Manager  |

Welcome to ABC HOTEL. Now that you’re part of our family, let’s explain the role you will play.

## What’s the job?

As Head of Maintenance, you’ll ensure all aspects of hotel maintenance and management are kept to the very best standards and in line with all relevant health and safety legislature and procedures. You’ll also keep an organised and secure maintenance shop.

## Your day-to-day

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| **People*** Manage everyday activities, plan and assign work ensuring you always have the right staffing numbers
* Communicate with all hotel department heads to stay informed of maintenance needs and ensure timely responses to requests
* Develop your team and improve their performance through coaching and feedback, and create performance and development goals for colleagues - recognise good performance
* Train your team to make sure they deliver with compliance and to the standards we expect and have the tools they need to work efficiently
* Recommend or initiate any HR elated actions where needed
 | **Financial** * Help prepare the departmental budget and financial plans financial and operational plans for the hotel
* Monitor budget and control expenses with a focus on energy management, preventive maintenance, and capital planning
* Lead hotel renovations and other projects, negotiate contracts, and ensure timely completion of projects within budget
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| **Guest Experience*** Understand and respond to customers’ needs and ensure a high level of guest satisfaction
* Carry out a preventive maintenance programme to ensure the hotel is maintained and in service for guests (example: lighting, refrigeration, heating, air-conditioning, water treatment systems, and pools)
 | **Responsible Business** * Ensure a safe and secure environment for guests, team members and hotel assets in compliance with policies and procedures and regulatory requirements
* Maintain god working relations with outside contacts
* Comply with federal, state and local laws regarding health, safety and alcohol services
* Maintain a focus and commitment to operating a “green” hotel
* Perform other duties as assigned. May also serve as manager on duty
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**Accountabilities**

This is the lead maintenance job in a small or extended stay single site hotel with a limited range of facilities. May supervise a small maintenance staff.

What we need from you

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| * Advanced vocational training plus two years of experience in general building maintenance or construction, or equivalent combination of education and experience.
* Professional certification and licence if required by law
 | * Hotel experience preferred.
* Must be able to speak local language(s)
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## How do I deliver this?

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| We genuinely care about people and we show this through living out our promise of True Hospitality each and every day. It’s what connects every colleague in all ABC HOTEL® hotels.

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| Each ABC HOTEL® hotel brand delivers True Hospitality in their own way, and at the heart of it all are specific, core service skills.* True Attitude: being caring, wanting to make a positive difference, and building genuine connections with guests
* True Confidence: having the knowledge and skills to perform your role, and giving guests the confidence that they can trust you, to help and support them during their stay
* True Listening: focusing on what your guest is saying, picking up on body language that is often overlooked, and understanding what the guest wants and needs
* True Responsiveness: is about providing guests with what they need, and doing so in a timely and caring manner
 | There’s so much more to the job than we can capture here. It’s simply about creating great experiences, doing the right thing and understanding people. |

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The statements in this job description are intended to represent the key duties and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job.

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| Employee Name (Print) |  | Employee Signature |  | Date |