

## Franchise Operations – Standard Operating Procedure

04. Maintenance - Job Maintenance

MAI-001

### Overview

The 'Job Management' utility in the Property Management System allows the Property to efficiently log and communicate any maintenance concerns at the Property. This feature is utilised in the form of a maintenance log and communication tool that allows the property to gather data over a period and identify any re occurring patterns that need to be rectified.

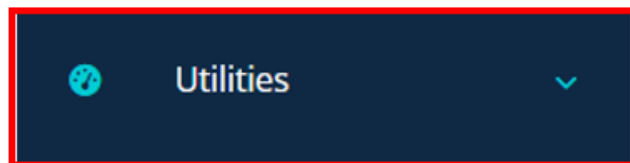
### Standard

Ensuring all properties, and respective employees, are adhering to the expected guidelines to maintain Best Practice throughout the network, whilst performing operational duties.

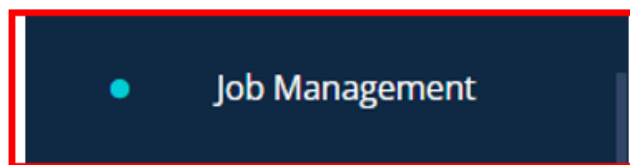
### Procedure

To accurately log a 'Job Management' in your Property Management System, the following procedures need to be followed to precisely follow Best Practice:

- Log in 'RMS'
- Select 'Utilities'



- Select 'Job Management'



- Select 'Add Job and Select a 'Room' required then select 'Apply/exit'



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The screenshot shows the 'Job For' interface. At the top right, there is a close button (X) and a checkmark icon. Below the header, there are three main sections: 'Room' (highlighted with a red box), 'Asset', and another 'Room' section. The 'Room' section contains a dropdown menu with '1EK - 1 Bedroom Executive - 060' and a search bar. Below the search bar, there are two more room options: '102A - 060' and '103A - 060'. To the right of the 'Room' section, there are navigation arrows (left and right) and a table titled 'Allocated Rooms'. The table has two columns: 'Room Type' and 'Room'. The first row shows '1EK - 1 Bedroom Executive - ...' and '101A - 060'.

- Populate 'Description' of the job maintenance required
- Select the preliminary 'Status' of the job
- Select the 'Job Type'
- Select the 'Date' the job maintenance is required by
- Select the 'Priority' of the maintenance job
- Select if the room needs to be placed 'Out of Order'
- Populate any relevant details in the 'Work Required'
- Select 'Save/Exit'

The screenshot shows the 'Add Job' interface. On the left, there is a sidebar with a search bar and a list of tabs: 'Details' (selected), 'Photo', 'Charges', 'Parts', 'Notes', and 'Audit Trail'. The main area contains various fields for job details. The 'Job No' field is set to '0' and 'Created By' is 'gcotterill'. The 'Description' field is highlighted with a red box. The 'Job For' field is set to '101A - 060' and is also highlighted with a red box. The 'Status' field is set to 'Reported' and the 'Job Type' field is highlighted with a red box. The 'Priority' field is set to 'Low' and is highlighted with a red box. The 'Required By' field is set to '31-Jul-2023' and is highlighted with a red box. There are two checkboxes: 'Book Out To Out Of Order' and 'Book Out To Out Of Service'. The 'Work Required' field is highlighted with a red box.

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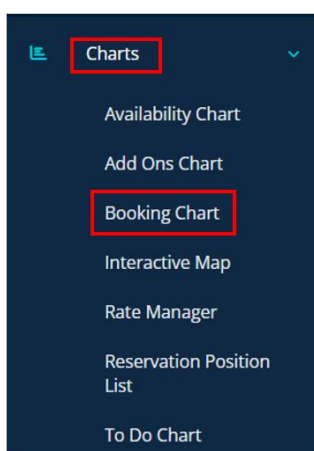
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Once completed logging a 'Job Management' this will be recorded in your Property Management System. This will allow the property to view records and communicate between departments on the concerns previously and currently, to take a proactive approach on maintaining the standards of the property.

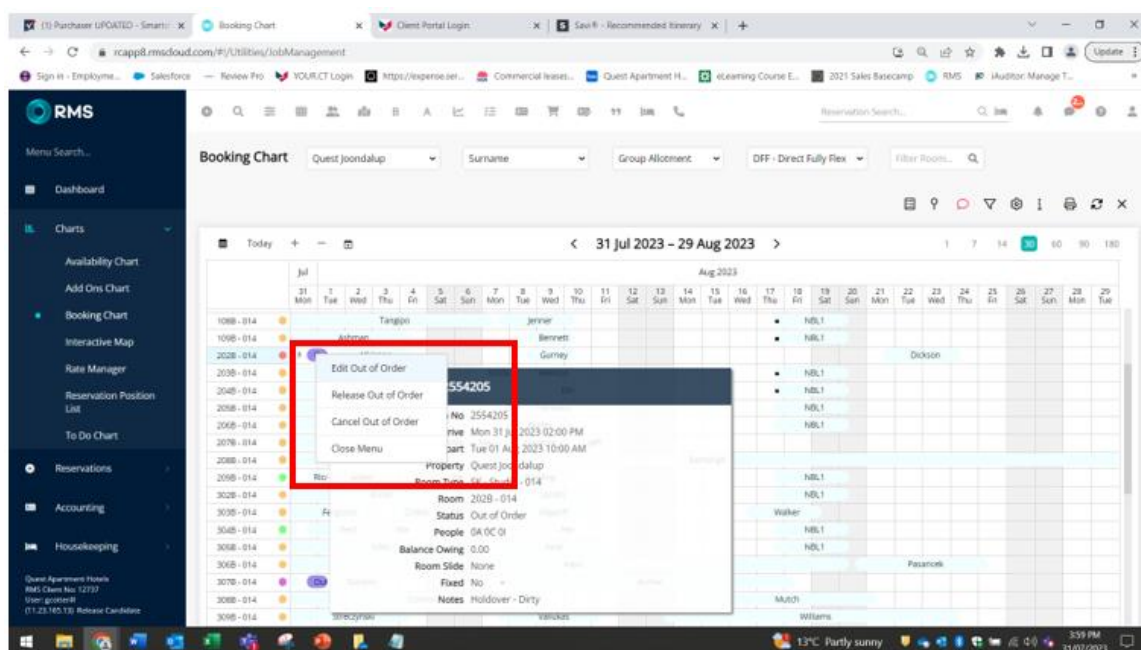
Franchisee and the Operations Team are responsible in generating the report daily and communicated to all staff members as required to ensure any items recorded to be actioned and completed.

Once outstanding maintenance concerns have been completed ensure you mark the 'Status as 'Complete'. If the Room has been placed out of order and completed prior to the release date it is required to release the room from out of order by:

- Select 'Charts'
- Select 'Booking Chart'



- Locate room number
- Right click 'Maintenance'
- Select "Release Out of Order".



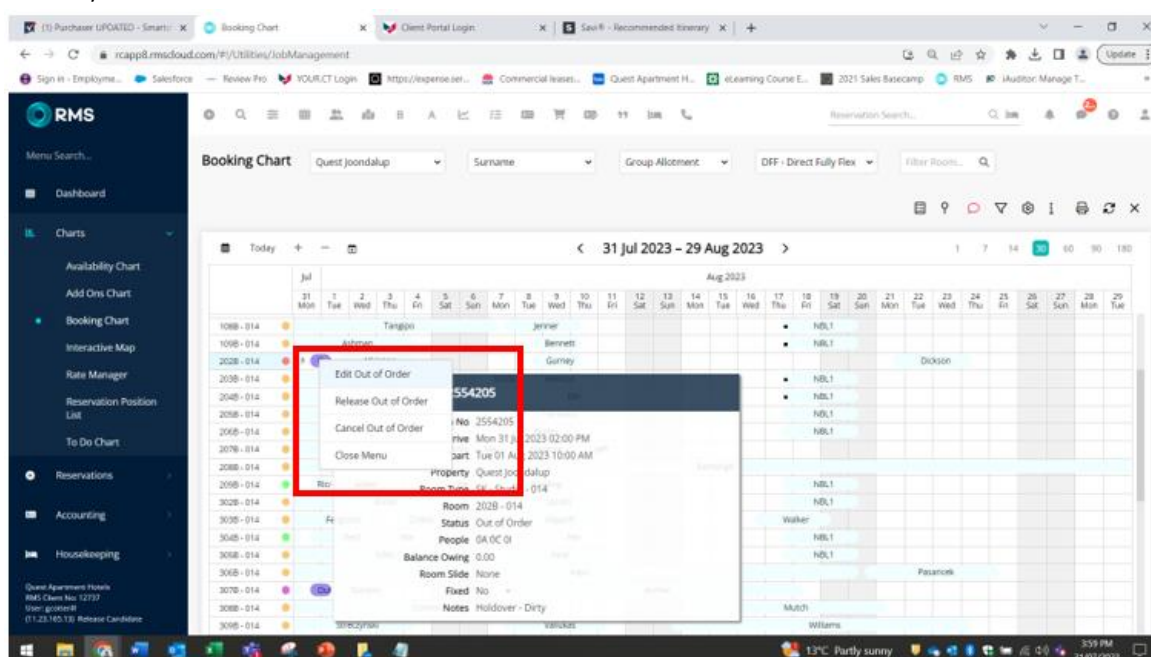
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If the maintenance completion date needs to be extended and the room is required to be maintained as out of order it is required to extend dates by:

- Select 'Charts'
- Select 'Booking Chart'
  - Locate room number
  - Right click 'Maintenance'
  - Select 'Edit Out of Order'
  - Select new 'Dates'
  - Select 'Save/Exit'



If a room is placed Out of Order this will reduce the available rooms to be sold for the selected period. dependent on the maintenance required, if it able, the property can re-sell the room on the same day if it is not required to place the room out of order. However, a 'Job Management' is still required to be logged.

Failure to complete the above points will result in inaccurate information reflected on the 'Job Management' reports and maintenance concerns not attended to accordingly and may result in loss of revenue.

**Note:** The 'Job Management' Utility is to be only utilised for maintenance related concerns.

### Version Control

Version	Issue Date	Developer	Approval	SLT Meeting Review
01	22 June 2023	Business Transitions	Emrah Tataroglu	