

Maintenance

Including attending an issue in a guest's room

Attending a guest's room		Meet	Below	N/A
1	Was the "I have attended to your maintenance request and fixed it" with their name handwritten on the card, left in the room to communicate the requested maintenance been fixed			
2	Did the team member knock on the door or ring the door bell twice and announce themselves as "Maintenance" in a genuine, individual and natural manner			
3	If the DND sign is on after 1pm, did the team member place a "We did not disturb you" card under the door			
4	Did the team member place a "Maintenance in room" sign on the door during their visit			
5	If the guest is in the room, did the team member apologise for the disturbance and offer to return at a later time			
6	If the work must be completed there and then, did the team member clearly explain the issue and the urgency to the guest and apologise for disturbing them			
Behavioural Standards		Meet	Below	N/A
7	After completing a repair request in room, team member pro-actively spot checks other most common reported issues normally identified by guests			
8	Was the team member well-groomed and neatly presented in clean, well fitted uniform, displaying name badge			
9	Did the team member smile and greet the guest in a natural, open body language and warm manner?			
10	Was the team member's speech clear, jargon free and use of English adequate to be fully understood?			
11	Did the team member personalise the interaction in anyway and engage the guest as individuals?			
12	Did the team member maintain eye contact, giving the guest authentic hospitality			
13	Did the team member offer a sincere farewell at the end of the interaction?			