UNIT-II
ENGINEERING DEPARTMENT
ORGANIZATION OF THE DEPARTMENT

Organization of people consists of the following:
1. ORGANIZATION CHART
2. JOB DESCRIPTION
3. MAINTENANCE SCHEDULES i.e. daily, weekly, monthly or annually.
The organization structure of maintenance department depends on the following factors:

1. Size & design of the hotel.
2. Number of rooms in the hotel.
3. Meeting space.
4. Available talent pool
5. Size of the plant (a/c plant, boiler room)
6. Swimming pools
7. Peripheral equipments (i.e. equipments of secondary importance)
SET-UP OF ENGINEERING DEPARTMENT

- Formula for calculating total number of engineering staff required in a hotel:
  - 3.1 full time engineering staff per 100 rooms.
- Maintenance can be organized as:
  - 1. CENTRALIZED- maintenance is in the control of higher management or chief engineer.
  - 2. DE-CENTRALIZED- maintenance placed under shop/section superintendent.
  - 3. COMBINATION OF TWO.
ORGANIZATION CHART (200 rooms)

G.M.

CHIEF ENGINEER

SHIFT ENGINEER

ELECTRICIANS
MASON
CARPENTER

GENERAL MECHANIC

PLUMBER
A/V MECHANIC
PAINTER

A/C MECHANIC

LIFT OPER.

HELPERS
HELPERS
HELPERS

Gautam Singh, Hospitality Trainer, 07830294949
DUTIES & RESPONSIBILITIES
OF THE CHIEF ENGINEER

- Authorize all purchase orders.
- Invitation of tenders, price quotations, negotiate & awarding of contract.
- For planning of budgets
- Planning of manpower level.
- Training
- Drafting schedules
- Electricity & water bills
- Co-ordination & inspection
WORK ORDER SYSTEMS

- The work order is made by housekeeping department. Comes under unscheduled maintenance.
- Date, time, name of the person who has made the work order.
- A copy is sent to the engineering.
- Maintenance action taken as per priority level.
- As per the priority level, it can be classified as:
  - EMERGENCY WORK ORDERS
  - ROUTINE WORK ORDERS
  - BACKLOGGING WORK
WORK ORDER SYSTEMS

WAYS OF SENDING WORKORDERS:

- Housekeeping
  - Make a Work Order Request
    - Verbal Telephone Request
      - Telephoned
      - Written Form & Hand Carried
      - Printer (E-Mail)

- Guest
  - Telephone Front Desk
    - Telephone
      - Printer

Work Order Filled After Inspection

Gautam Singh, Hospitality Trainer, 07830294949
# Work Order Form

**From:** Housekeeping  
**To:** Engineering

<table>
<thead>
<tr>
<th>Room</th>
<th>Date</th>
<th>Time</th>
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</thead>
</table>

## Electrical

<table>
<thead>
<tr>
<th>Dresser Lamp</th>
<th>Vestibule Light</th>
<th>Bathroom Light</th>
<th>Pedestal Lamp</th>
<th>Shaver Socket</th>
<th>Switch Plates</th>
<th>Fan</th>
<th>Room Status Lights</th>
<th>Fire Alarm Sensor</th>
</tr>
</thead>
<tbody>
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## Plumbing

<table>
<thead>
<tr>
<th>Shower Rose</th>
<th>Bath-Tub Stopper</th>
<th>Mixer</th>
<th>Hot Water Tap</th>
<th>Basin Waste</th>
<th>Cold Water Tap</th>
<th>Flush Cistern</th>
<th>Floor Drain</th>
<th>Water Faucet</th>
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## Others

<table>
<thead>
<tr>
<th>Job Completed By</th>
<th>Date</th>
<th>Time</th>
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DESPATCHING WORK ORDERS

- The supervisor sends a worker to attend the complaint.
- Sometimes the supervisor goes for inspection.
- Sometimes a worker is given a series of requests.
<table>
<thead>
<tr>
<th>DATE</th>
<th>TIME</th>
<th>DETAILS REGARDING FAULTS</th>
<th>FAULT RECTIFICATION</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>NATURE</td>
<td>LOCATION</td>
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</tbody>
</table>

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ENGINEERING BUDGETS

- Budget is an important tool for handling finance skillfully. Budget for maintenance falls into three categories:
- 1. HEAT, LIGHT & POWER (form 4.4% of sales revenue)
- 2. REPAIR & MAINTENANCE (5.4% of sales revenue)
- 3. STAFF SALARIES & WAGES (3.1 employees per 100 rooms)

HIRING OF MAINTENANCE PERSONNEL:
WORKER PRODUCTIVITY

- **PRODUCTIVITY** is a measure of output from a production process, per unit of input.
- The measurement of labour productivity can also be done in the following ways:
  A. WORK ORDER PRODUCTION
  B. BUDGET COMPARISON
  C. MANPOWER FORECAST
  D. MANPOWER & BUILDING USE (OCCUPANCY)
REQUIREMENT OF ENGINEERING WORKSHOP

- Without maintenance the property gives a dingy look.
- Cost control.
- The upper management to converse in same professional engineering language with chief engineer.
- Accurate record keeping
REVIEW

- ORGANIZATION CHART OF 200 ROOMS & 400 ROOMS HOTEL
- DUTIES & RESPONSIBILITIES OF A CHIEF ENGINEER
- WORK ORDER & WAYS OF Sending work order
- WORKER PRODUCTIVITY
- WAY OF DESPATCHING WORK ORDER
- WORKER PRODUCTIVITY
ASSIGNMENT

➤ Draw the format of a WORK ORDER FORM.
➤ What are the different types of work order?
➤ What are the duties and responsibilities & responsibilities of a chief engineer?
➤ What are the various ways of measuring of labour productivity?
➤ What is the standard formula of calculating the manpower requirement in engineering?
THANK YOU