

UNIT-II

ENGINEERING DEPARTMENT

RANGE

- FORMULA FOR CALCULATING STAFF REQUIREMENTS IN ENGINEERING DEPARTMENT
- ORGANIZATION CHART
- WORK ORDERS
- PRODUCTIVITY
- ENGINEERING BUDGET

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.

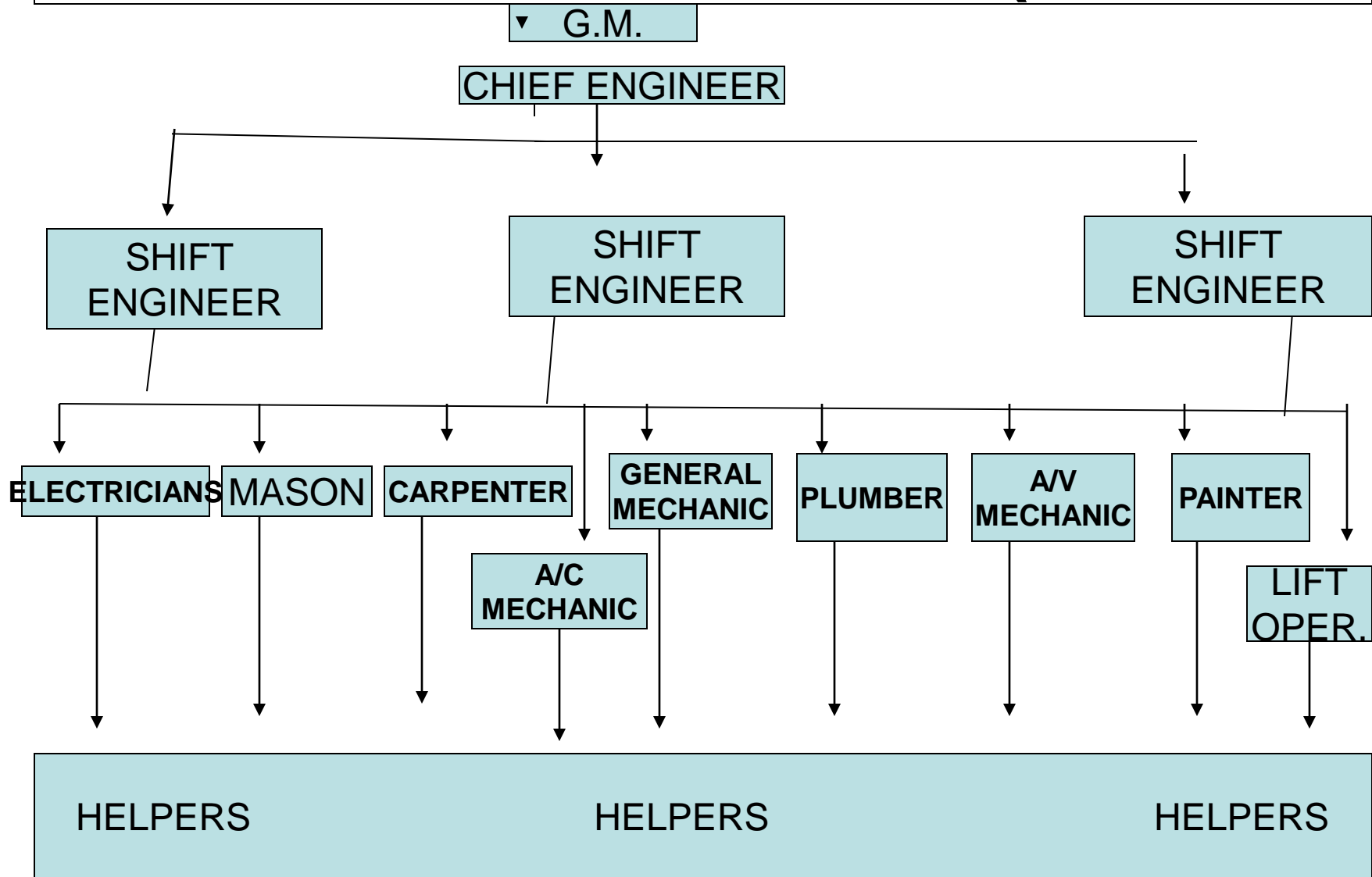
ENGINEERING DEPARTMENT

- 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)

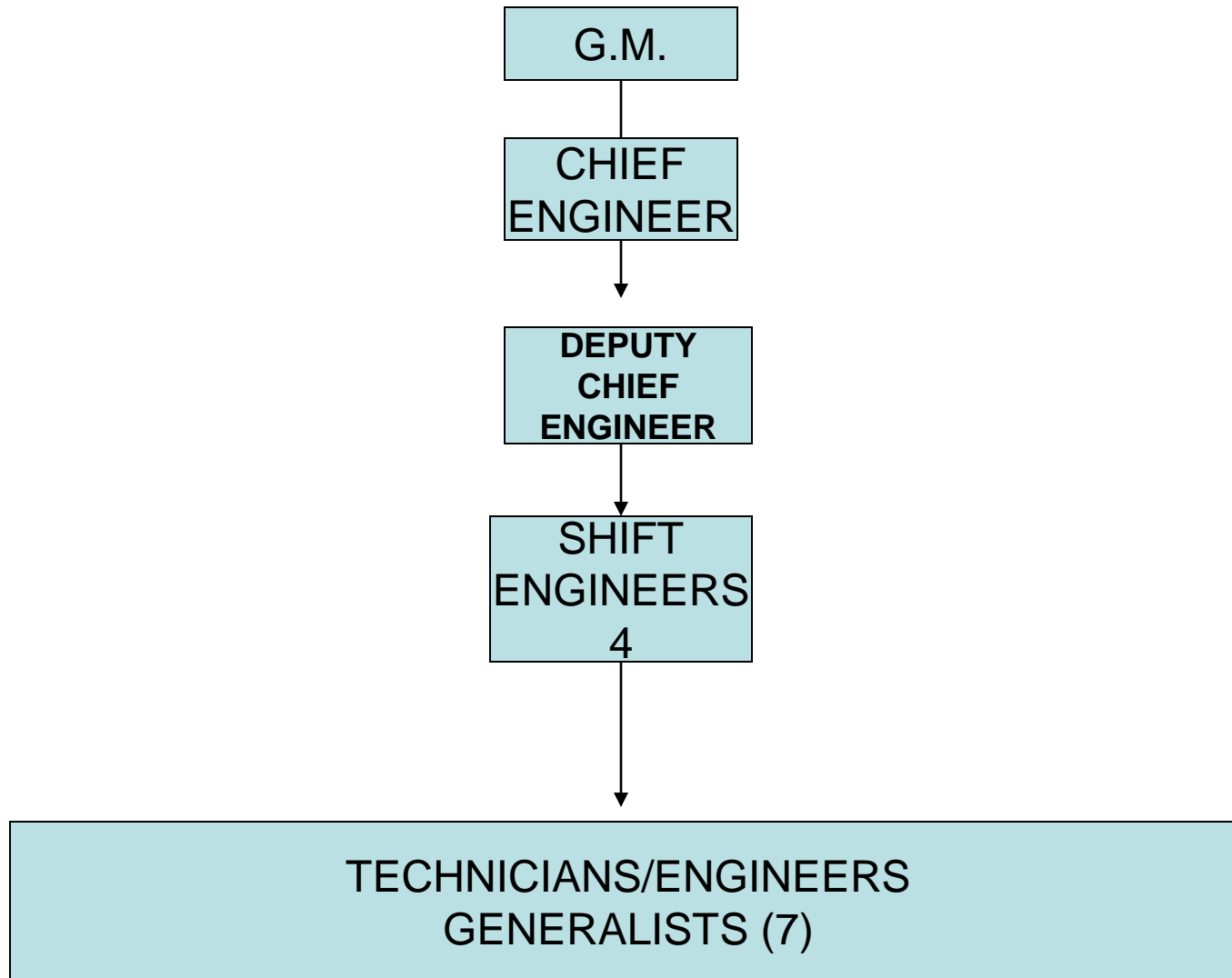
SET-UP OF ENGINEERING DEPARTMENT

- 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)



ORGANIZATION CHART(200 rooms)



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:

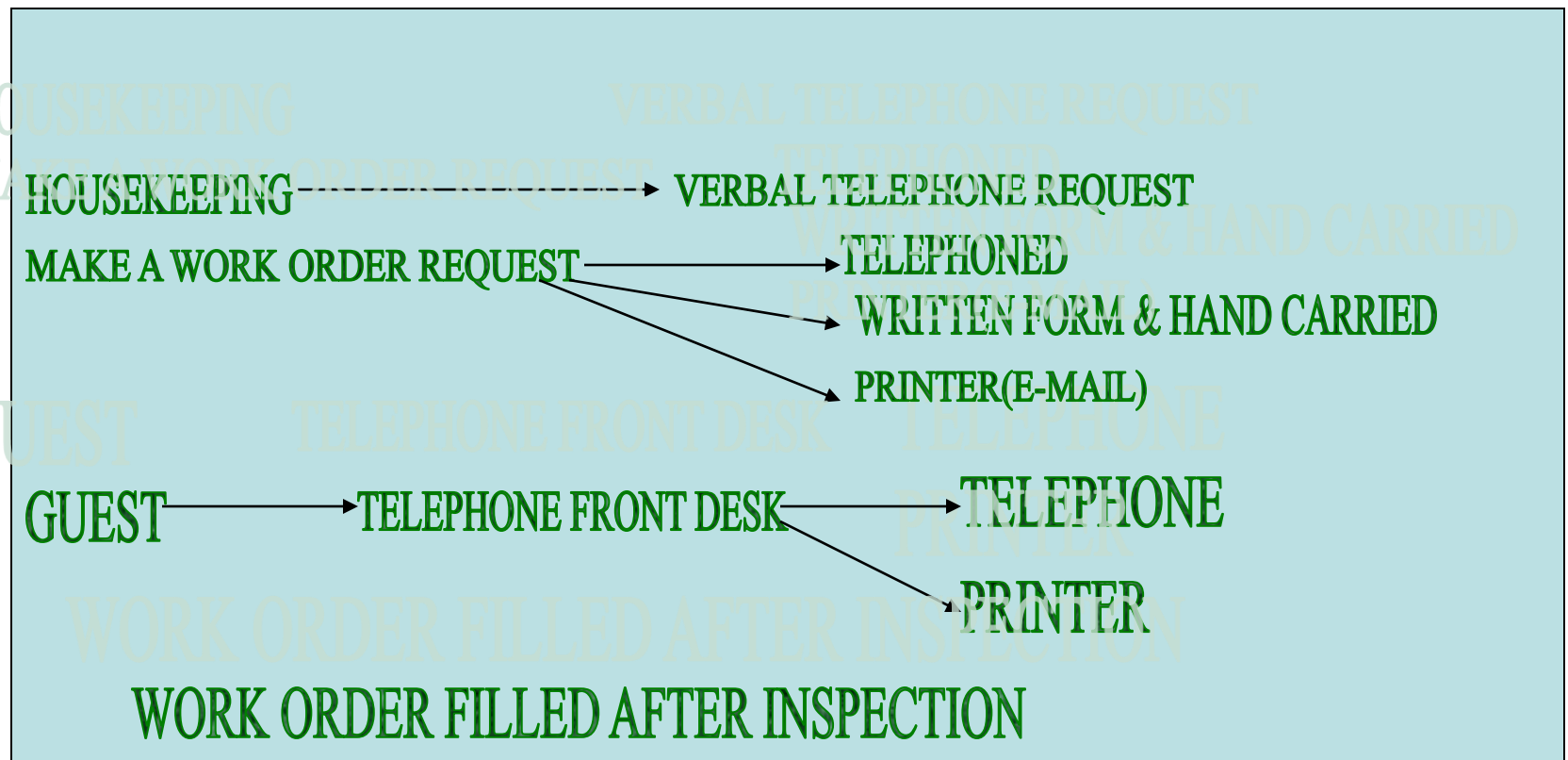
EMERGENCY WORK ORDERS

ROUTINE WORK ORDERS

BACKLOGGING WORK

WORK ORDER SYSTEMS

➤ WAYS OF SENDING WORKORDERS:



WORK ORDER FORM.

FROM HOUSEKEEPING		TO ENGINEERING
ROOM	DATE	TIME

ELECTRICAL

DRESSER LAMP	VESTIBULE LIGHT	BATHROOM LIGHT	PEDESTAL LAMP	SHAVER SOCKET	SWITCH PLATES	FAN	ROOM STATUS LIGHTS	FIRE ALARM SENSOR

PLUMBING

SHOWER ROSE	BATH-TUB STOPPER	MIXER	HOT WATER TAP	BASIN WASTE	COLD WATER TAP	FLUSH CISTERN	FLOOR DRAIN	WATER FAUCET

OTHERS

JOB COMPLETED BY

DATE

TIME

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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.

COMPLAINT REGISTER

DATE	TIME	DETAILS REGARDING FAULTS				FAULT RECTIFICATION		
		NATURE	LOCATION	DETAILS	NAME OF TECHNICIAN	WORK ORDER NO.	TIME OF ISSUE	TIME OF RECEIPT OF FAULT

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 ?

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THANK YOU

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