

WORK REQUEST - LSOP

Overview

Properties should use the approved brand guest tracking system to drive customer satisfaction, building “overall” and “Everything in Working Order” guestVoice scores.

- Property associates must document all work, safety, and odor-related concerns on a two-part maintenance ticket.
- Once filled out, the associate will keep the top copy and add it to their checklist, hot sheet, or housekeeping board for that shift.
- They will then turn the bottom ticket(s) into the Front Desk associate.
- The Front Desk associate will enter the ticket(s) into F3 and place the main work request form under “New” on the designated work request station.
 - Housekeepers can bring down work requests at Huddle, Lunch, or the end of the day.
- Engineers would benefit from bringing work request tickets to Huddle, thanking associates that turned them in, and informing them if something will take longer to complete due to cost or materials.
- When the work request is complete, Engineering will place the request under “Completed” on the work request station.
- The front desk will take the “Completed” requests, closeout Fosse F3, and file work requests.
- For any safety-related, guest requests or occupied room requests made, the associate will call in the request to the Front Desk, and they will contact Engineering for immediate service. The associate will still complete a work request for documentation and follow the standard protocol.
 - The Hotel leader should confirm these have been completed before shift change.
- Neglect to report a work, safety, or odor concern for a designated shift may result in disciplinary action.

Additional Information:

- When an inspection is completed, if something in the room is found broken, the inspector will need to check the housekeeper’s board to see that they have turned in a work order. If they have not, they need to be marked off and coached. (Same protocol for all departments.)
- Engineers would benefit from bringing work request tickets to Huddle and thanking associates that turned them in; as well as informing them if something is going to take longer to complete due to cost or materials. This will keep the partnership and consistency strong.
- If Innspector App work orders are completed, they can be printed and used as a ticket and hung under “New” after entering in F3 by the Front Desk.
- You can find two-part picture work requests on AS Hospitality:
<https://extranet.marriott.com/ash/sslgateway/code.aspx?expiredURL=&errorURL=>

