



Hotel Engineering and Residential Facilities Management Training Course



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Introduction:

Hotel engineering and residential facilities management training is a five-day course for managers who run engineering and maintenance teams in hotels and residential compounds, ending with an engineering maintenance plan and capex request for a case property. Many properties repair guest rooms only after complaints, lose rooms to out-of-order status, let utility costs and contractor spend drift and present renovation needs to owners without costed evidence. Participants already supervise building services and maintenance staff, and the course is taught through inspection walkthroughs of plant rooms, guest floors and compound amenities. CoreConcept Training Center delivers this hotel engineering course.

Course Objectives:

- Structure the hotel or compound engineering department, its shift cover and its asset register around guest floors, plant rooms and amenities
- Run preventive, reactive and condition-based maintenance through a CMMS, with operating checks for chilled water, domestic water, power and lifts
- Set guest fault and resident request response times by priority and keep out-of-order rooms and repeat faults under control
- Maintain pool, kitchen and laundry plant and keep fire, life safety and water safety systems ready for inspection
- Control contractors, critical spare parts, utility costs and the engineering operating budget against agreed limits
- Prepare an engineering maintenance plan and a prioritised renovation capex request for owner approval

Target Audience:

- Managers who lead hotel engineering departments, shift technicians and building services contractors
 - Managers responsible for guest room maintenance, plant rooms and the recovery of out-of-order rooms
 - Managers responsible for maintenance, amenities and resident services in residential compounds and serviced apartment buildings
 - Managers who plan engineering budgets, spare parts stock and renovation capital requests
 - Managers responsible for fire, life safety and water safety readiness in hospitality and residential buildings
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Course Outline:

Day 1: Hotel and Compound Engineering Function and Asset Baseline

- Engineering Department Structure from Chief Engineer to Shift Technicians
- Hotel Versus Residential Compound Engineering Scope Comparison
- Asset Register Build for Guest Floors, Plant Rooms and Amenities
- Out-of-Order Room Log and Repeat Fault Analysis
- Engineering Condition Baseline Walkthrough Checklist and Scoring

Day 2: Maintenance Models, CMMS and MEP Systems at Operating Level

- Planned Preventive, Reactive and Condition-Based Maintenance Mix
- CMMS Work Order Workflow, Priority Codes and Closure Evidence
- Chilled Water, Fan Coil and Split Unit Operating Checks
- Domestic Water Booster Pumps, Hot Water and Tank Routines
- LV Switchboard, Standby Generator and Lift Service Routines

Day 3: Guest Faults, Resident Requests and Amenity Plant Care

- Guest Room and Public Area Preventive Maintenance Rotation
- Guest Fault Response Time Matrix by Priority Level
- Compound Resident Request Handling and Community Service Standards
- Swimming Pool Plant Filtration and Chemical Dosing Checks
- Commercial Kitchen and Laundry Equipment Service Schedules

Day 4: Water and Life Safety, Contractors, Spares and Engineering Budgets

- Water Safety Plan and Legionella Awareness for Engineers
- Fire Alarm, Sprinkler and Emergency Lighting Readiness Tests
- Contractor Permit to Work and Service Contract Scorecards
- Critical Spare Parts Min-Max Stock and Lead Times
- Engineering Operating Budget and Utility Cost Variance Review

Day 5: Inspection Walkthrough Case and the Engineering Maintenance Plan

- Case Hotel Plant Room and Guest Floor Walkthrough Findings
 - Case Compound Amenity and Villa Condition Survey Scoring
 - Renovation Capex Prioritisation Matrix by Risk and Guest Impact
 - Capex Request with Life-Cycle Cost and Payback Justification
 - Engineering Maintenance Plan and Capex Request Completion
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Skills You Will Gain:

- Engineering Asset Register Management
- CMMS Work Order Control
- MEP Operating Checks
- Guest Fault Prioritisation
- Amenity Plant Care
- Life Safety System Readiness
- Contractor and Spares Control
- Capex Request Preparation

Why Attend This Course:

- Deliver an engineering maintenance plan and capex request to the general manager or compound owner for approval in the next budget round
- Decide which renovation, replacement and repair items go first using risk, guest impact and life-cycle cost evidence
- Avoid lost room nights, resident complaints and failed safety inspections caused by deferred maintenance and slow fault response
- Brief shift technicians and contractors on shared checklists, priority codes and work order closure rules

Conclusion:

Back at work, the participant gives the general manager, asset manager or compound owner an engineering maintenance plan and capex request they can use to approve the maintenance budget, schedule renovation works and set fault response targets for the engineering team. Technicians and contractors work from the same checklists, priority codes and CMMS closure rules. After the first quarter in use, the property should review out-of-order room numbers, response time performance, spare parts stock-outs and whether approved capex items were delivered within budget.

Frequently Asked Questions FAQ:

What should participants know before hotel engineering and residential facilities management training?

Participants should already supervise maintenance staff or building services in a hotel, serviced apartment building or residential compound and know their main plant. No CMMS expertise is needed; recent work orders, utility bills and out-of-order room logs help them apply the case work.

How does hotel engineering and residential facilities management training differ from general facilities management or hotel operations courses?

It concentrates on the engineering department: plant checks, guest fault response, amenity plant, safety system readiness, spares and renovation capex. General facilities management courses focus on sourcing models and service contracts, and hotel operations courses cover every department, so both appear only where they touch engineering.

Why does hotel engineering and residential facilities management need a capex plan separate from the maintenance budget?

Maintenance budgets keep existing assets running, while capex replaces or renovates assets near the end of their life. Separating them shows owners which spend protects room revenue and resident satisfaction and which is deferred risk, so renovation decisions rest on evidence.

What do participants take back from hotel engineering and residential facilities management training?

Participants take back an engineering maintenance plan and capex request for a case hotel or compound, covering the asset register, maintenance mix, response matrix, safety readiness checks, spares and contractor controls and prioritised renovation items, ready to adapt to their own property.
