

## *Chief Engineer Training Schedule*

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### *Day One: Department Orientation*

<i>Trainee Initials</i>	<i>Trainer Initials</i>	<i>Date Reviewed</i>	<i>Task Reviewed</i>
			New Employee Orientation (BWI – Internal) I Care Training (BWI) CHS (Certified Hospitality Supervisor – BWI) Bed Bug – (must be done within 90 days of hire) Service Pro (Internet) Maintenance Training Schedule Review: <ul style="list-style-type: none"> <li>○ Provide Training Packet or Manual</li> <li>○ Provide Skill Breakdowns</li> <li>○ Introduction</li> <li>○ What is a Maintenance Employee?</li> <li>○ Quality Guest Services</li> </ul>
			Department Overview & Communication Tools: <ul style="list-style-type: none"> <li>○ Maintenance Shop, Tools &amp; Supplies</li> <li>○ Department Keys</li> <li>○ Golf Carts</li> <li>○ Storage Rooms</li> <li>○ Electrical Rooms</li> <li>○ Bulletin Boards</li> <li>○ Strategy / daily information boards</li> <li>○ Employee Mail box</li> <li>○ Scheduling – Request off Procedures</li> <li>○ Time Clock</li> <li>○ Log Book</li> <li>○ Discuss Department SOP's on website</li> </ul>

		Receive User Login & Password information for all systems *BWI _____ _____ *My Best Western _____ *My Portal (Days Inn) _____ *SOP Site _____ *Service Pro _____ *Hotel Effectiveness _____
		Review Uniform & Appearance Standards
		Meetings to Attend, daily, weekly, monthly, quarterly
		Obtain Department Keys
		Review Office in Detail: <ul style="list-style-type: none"> <li>○ Computer &amp; documents</li> <li>○ Phone &amp; Extension</li> </ul>

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### ***Day Two: Safety, Controls and, HR***

<b><i>Trainee Initials</i></b>	<b><i>Trainer Initials</i></b>	<b><i>Date Reviewed</i></b>	<b><i>Task Reviewed</i></b>
			MOD Program
			Emergency Procedures - including <ul style="list-style-type: none"> <li>○ Fire Panel &amp; System Testing</li> <li>○ Sprinkler System Testing</li> </ul>
			Key Control Program
			Budgeting & Expense Tracking
			Staffing & Scheduling
			Purchasing & Inventorying
			Capital Planning & Purchases
			Outsourcing Work
			Employee Interviewing and Hiring
			Company Orientation & Training Procedures
			Couching & Counseling Employees & Termination



## *Chief Engineer Training Schedule*

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### *Day Three: Property Information, Radio Usage & Back of House Property Review*

<i>Trainee Initials</i>	<i>Trainer Initials</i>	<i>Date Reviewed</i>	<i>Task Reviewed</i>
			Property Information / Stat Sheet & Extension List
			Radio Codes & Radio Usage
			Phone & Radio Etiquette SOP
			Standard Greeting & Closing Script for answering calls
			Room Types & Codes
			Separate Building Names and Locations if necessary
			Storage Rooms
			Electrical Breaker Closets
			Main Valve Locations
			Roof Top AC units
			Laundry Equipment
			Kitchen Equipment
			Pool Equipment
			Boilers
			Trash locations and dumpsters

**Notes:**

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## *Chief Engineer Training Schedule*

### *Day Five & Six: Guest Room Preventative Maintenance, Daily Work Orders and, General Maintenance Tasks*

<i>Trainee Initials</i>	<i>Trainer Initials</i>	<i>Date Reviewed</i>	<i>Task Reviewed</i>
			Preparing your PM Cart
			Using the PM Binder and Checklists
			How to enter a guest room
			When you need to leave a guest room to handle another task?
			Observe the preventative maintenance of a guest room
			Perform the preventative maintenance of a guest room
			Understanding a Work Order Form
			What to do with the work order form when you are completed?
			Where work orders are retrieved?
			How to perform basic work order requests: <ul style="list-style-type: none"> <li>○ Service clogged or running toilets</li> <li>○ Service plugged and slow drains</li> <li>○ Replace Light Bulbs</li> <li>○ Service or Replace TV's &amp; Remotes</li> </ul>
			How to perform lockout / tag out procedures during all repairs
			Painting Walls & Other Surfaces
			Replace caulking around bathroom fixtures
			All types of Floor care - Carpet Repair and Care
			Repairing small and large holes in drywall
			Working on and Repairing Electronic key system and door handles

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