

Maintenance Tech Training Schedule

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) Service Pro (Online) Bed Bug – (must be done within 90 days of hire) Maintenance Tech Training (BWI) Maintenance Training Schedule Review: <ul style="list-style-type: none"> ○ Provide Training Packet or Manual ○ Provide Skill Breakdowns ○ Introduction ○ What is a Maintenance Employee? ○ Quality Guest Services ○ Discuss SOP's on SOP website
			Department Overview & Communication Tools: <ul style="list-style-type: none"> ○ Maintenance Shop, Tools & Supplies ○ Department Keys ○ Golf Carts ○ Storage Rooms ○ Electrical Rooms ○ Bulletin Boards ○ Strategy / daily information boards ○ Employee Mail box ○ Scheduling – Request off Procedures ○ Time Clock ○ Log Book
			Receive User Login & Password information for all systems *Hotel Service Pro _____
			Review Uniform & Appearance Standards

Notes:

Maintenance Tech Training Schedule

Day Two: 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:

Maintenance Tech Training Schedule

Day Three & Four: The Property Maintenance Program

(Review all checklists and forms associated with the items listed below. Be sure to explain how the program works for each item on the list.)

<i>Trainee Initials</i>	<i>Trainer Initials</i>	<i>Date Reviewed</i>	<i>Task Reviewed</i>
			How Daily work orders are distributed, managed, tracked
			How maintenance orders are placed in Service Pro
			Guest Room Preventative Maintenance Program
			Public Space Preventative Maintenance Program
			Major Equipment Maintenance
			HVAC Maintenance
			Pool Maintenance & Management
			How special projects are distributed
			Golf Cart usage & Safety
			Key Control Program
			Emergency Procedures
			Life Safety & Security – OSHA Requirements Blood Borne Pathogens Bed Bug – (must be done within 90 days of hire) Chemical Training and Awareness
			Supply purchase and inventory process

Notes:

Maintenance Tech 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 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"> ○ Service clogged or running toilets ○ Service plugged and slow drains ○ Replace Light Bulbs ○ Service or Replace TV's & Remotes
			How to perform lockout / tagout procedures during all repairs
			Painting Walls & Other Surfaces
			Replace caulking around bathroom fixtures
			Carpet Repair and Care
			Floor Care
			Repairing small and large holes in drywall
			Working on and Repairing Electronic key system and door handles

Notes:
