



**DEPARTMENT OF BUILDING**  
**UNIVERSITI TEKNOLOGI MARA**  
**(PERAK)**

**HOTEL ROOM PREVENTIVE MAINTENANCE**

**Prepared by:**

**MUHAMMAD FARIS IMRAN BIN FARED FAHISHAL**

**2019443932**

**DEPARTMENT OF BUILDING  
FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING  
UNIVERSITI TEKNOLOGI MARA  
(PERAK)**

**FEBRUARY 2022**

It is recommended that the report of this practical training provided

**By**

**MUHAMMAD FARIS IMRAN BIN FARED FAHISHAL  
2019443932**

**entitled**

**HOTEL ROOM PREVENTIVE MAINTENANCE**

Be accepted in partial fulfillment of requirement has for obtaining Diploma in Building.

Report Supervisor : 

---

 SR Anas Zafiroi Bin Abdullah Halim

Practical Training Coordinator : 

---

 Dr. Nor Asma Hafizah Binti Hadzaman

Programme Coordinator : 

---

 Dr. Dzulkarnaen Bin Ismail

**DEPARTMENT OF BUILDING**

**FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING**

**UNIVERSITI TEKNOLOGI MARA**

**(PERAK)**

**FEBRUARY 2022**

**STUDENT'S DECLARATION**

I hereby declare that this report is my own work, except for extract and summaries for which the original references stated herein, prepared during a practical training session that I underwent at Hotel Le Meridien Putrajaya for duration of 20 weeks starting from 1 September 2021 and ended on 14 January 2022. It is submitted as one of the prerequisite requirements of BGN310 and accepted as a partial fulfillment of the requirements for obtaining the Diploma in Building

-----  
Name : Muhammad Faris Imran bin Fared Fahishal

UiTM ID No : 2019443932

Date : 10 January 2022

## **ACKNOWLEDGEMENT**

Alhamdulillah, praise to Allah, the Most Merciful, The Most Graceful.

I would like to show my gratitude to Mohd Azlan Bin Ahmad, Head Manager of Engineering Department in Hotel Le Meridien Putrajaya, for providing me with this chance. For assisting and conducting my training in his esteem department, as well as for the instruction, advice, and assistance provided by the following group of amazing individuals from his teams throughout the training term. Mr. Alen, Mr. Emran, Miss Sarah, Mr. Amir, Mr. Thazifrul, and other staff members for allowing me to get real-world experience and expand my understanding, knowledge, and skills in the engineering field. They are also in charge of evaluating my training progress and enhance my ability to understanding deeper in electrical, plumbing, kitchen equipment in building. It is an honor for me to work with them.

I would also like to thank to all of the UiTM lecturers who have helped me grow as a student and person. I would want to express my gratitude to the lectures who were personally involved during my training period. I appreciate the time, effort, encouragement, and idea that Dr. Nor Asma Hafizah Binti Hadzaman, Practical Training Coordinator, Sir Anas Zafirool Bin Abdullah halim, Report Supervisor have contributed to the successful completion of my training, this report, and the valuable knowledge that they have shared over the last few semesters.

Last but not least, I want to express my sincere thanks to my fellow friends and my beloved parents who supporting me in this whole training session.

## **ABSTRACT**

Preventive maintenance is as a long-term control measure, it is the proactive scheduling of maintenance before things go wrong, rather than reactively respond with repairs as needed. Maintenance of hospitality buildings is complex and dynamic as the performance of the engineering systems is subjected to sensitive users' requirements and high expectation of the top management for supporting the business. Common failure modes and failure occurrence rates are reported. Preventive maintenance plans are mostly developed and executed by maintenance teams in any organization and help to reduce maintenance cost. This report was conducted by the room preventive maintenance checklist in Hotel Le Meridien Putrajaya building. The objective of this report is to identify the elements and contents of checklist inspection room preventive in hotel room and to demonstrate the process of room inspection. This report also will look into the much of the most valuable preventive maintenance which centers around electrical and mechanical systems, relatively high cost for replacement compared with its ongoing maintenance.

<b>CONTENTS</b>	<b>PAGE NO</b>
Acknowledgement	4
Abstract	5
Contents	6
List Of Tables	8
List Of figures	9
<b>CHAPTER 1.0 INTRODUCTION</b>	
1.1 Background Of Study	12
1.2 Objectives	14
1.3 Scope Of Study	14
1.4 Methods Of Study	15
<b>CHAPTER 2.0 COMPANY BACKGROUND</b>	
2.1 Introduction Of Company	16
2.2 Company Profile	18
2.3 Organization Chart	19

<b>CHAPTER 3.0</b>	<b>CASE STUDY (ROOM PREVENTIVE MAINTENANCE)</b>	
3.1	Introduction To Case Study	20
3.2	Elements Of Room Preventive Maintenance Checklist	21
3.3	Process Of Room Inspection	25
3.4	Unexpected Problems Faced During Room Inspection	46
<b>CHAPTER 4.0</b>	<b>CONCLUSION</b>	
4.1	Conclusion	49
<b>REFERENCES</b>		50

## **LIST OF TABLES**

Table 2.1 : Le Meridien Putrajaya profile



## LIST OF FIGURES

Figure 2.1 : Le Meridien Putrajaya logo

Figure 2.2: Le Meridien Putrajaya engineering department organization chart

Figure 3.1 : Le Meridien Putrajaya room checklist page 1

Figure 3.2 : Le Meridien Putrajaya room checklist page 2

Figure 3.3 : Room signage

Figure 3.4 : Door closer

Figure 3.5 : Viewer peep hole

Figure 3.7 : Evacuation direction

Figure 3.8 : Main door

Figure 3.9 : Door bell

Figure 3.10 : Do not disturb interlock

Figure 3.11 : Lockset

Figure 3.12 : Entrance lighting

Figure 3.13 : Key card switch

Figure 3.14 : Lighting switch

Figure 3.15 : Air conditioner filter

Figure 3.16 : Air conditioner grill

Figure 3.17 : Air conditioner thermostat

Figure 3.18 : Emergency light

Figure 3.19 : Sprinkler cover

Figure 3.20 : Smoke detector

Figure 3.21 : Closet light

Figure 3.22 : Closet roller

Figure 3.23 : Minibar fridge

Figure 3.24 : Minibar light

Figure 3.25 : Alarm clock

Figure 3.26 : Room telephone

Figure 3.27 : Room Television

Figure 3.28 : ELCB trip test

Figure 3.29 : Table lamp

Figure 3.30 : Standing lamp

Figure 3.31 : Bedside light

Figure 3.32 : Lamp shade tighten

Figure 3.33 : Bedhead

Figure 3.34 : Wood veneer

Figure 3.35 : Power socket

Figure 3.36 : Switch at bedside

Figure 3.37 : Ceiling manhole

Figure 3.38 : ceiling painting

Figure 3.39 : Wallpaper

Figure 3.40 : Skirting

Figure 3.41 : Carpet

Figure 3.42 : Writing table

Figure 3.43 : Arm chair

Figure 3.44 : Sofa

Figure 3.45 : Coffee table

Figure 3.46 : Emergency torch light

Figure 3.47 : Safe box

Figure 3.48 : Drawer

Figure 3.49 : Entrance mirror

Figure 3.50 : Motor blower air conditioner

Figure 3.51 : Air conditioner wiring

Figure 3.52 : Bearing

Figure 3.53 : Television no signal

Figure 3.54 : Wallpaper defect

## **CHAPTER 1.0**

### **INTRODUCTION**

#### **1.1 Background Of Study**

Maintenance means different things to different people. The various definitions suggest that maintenance revolves around building care. Room preventive maintenance focuses on inspecting a hotel's systems and facilities such as the air condition, plumbing, heating, and lighting on a regular basis, in order to prevent unexpected scenarios. An effective preventive maintenance takes into account all the infrastructural specifics of a hotel and plans the annual maintenance schedule in a way that not interfered with guest experience. Maintenance therefore has to be done throughout the year, requiring competent staff to undertake building services, operation and maintenance, supplemented by outsourced contractors. (Chan et al 2001; 2003). Out of all types of existing maintenance, preventive maintenance is the most effective asset of hotel managers, as well as, directly related to satisfaction of the guests. The maintenance of accommodation facilities is important as it has a direct and significant impact on meeting the demands and expectations of customers and affects the quality of service. (A Thumann, 1999). Preventive maintenance plans are mostly developed and executed by maintenance teams in any organization and help to reduce maintenance cost.

Hotel constitute an essential element in tourism industry as the internal and external appearance as well as services provided reflect the credibility of the organization, its staff and the country. The up keeping and maintenance of the hotels' building services have direct and sufficiently great effect towards the impression of the visitors. (Chan, Lee, and Burnett, 2001). In spite of the importance of service provided by the hotel, it was found that the quality of services and hospitality provided by Malaysian hotels were still

significantly below international standard (Lau, Akbar, & Fie, 2005). The service delivery performance of a hotel can be measured by getting feedbacks from the visitors and the cost effectiveness in maintaining the hotel (Kotler, Bowen, Ph.D., & Baloglu, 2017). It is essential to understand customers' needs and requirements by measuring the customer service performance in order to improve service delivery. It is claimed that the facilities for hospitality sector are more complex in construction and installation which leads to higher maintenance cost.

Furthermore, unavailable or delay in performing the required maintenance task may result in components' extensive damages. Hence, an appropriate preventive maintenance treatment should be conducted at the right time to increase the components' functionality lifespan (Chan and Burnett, 2001). A sufficient maintenance interval must be identified to achieve the performance level, whereby a balance is sought to overcome the issue of under-maintaining or over maintaining of systems (Eti et al., 2006).

## **1.2 Objectives**

- i. Identify the elements and contents of room preventive maintenance checklist.
- ii. To demonstrate the process of room inspection.
- iii. Study the unexpected problems faced during room inspection and solution to the problems.

## **1.3 Scope Of Study**

The case study is about the hotel room preventive maintenance inspection. It was carried out at a hotel company in Putrajaya named Hotel Le Meridien during the practical session from 1 September 2021 to 14 January 2022. The room checklist inspection is made by engineering department in this hotel and stated in this case study. The next step is to do inspection room by room based on the item in the checklist which room and date already has been set. Lastly, identify the problem faced during the process of inspection in the room and made solution to solve the problem.

Room preventive maintenance checklist include lighting, plumbing, heater, air condition, door, window, wall, floor, ceiling and fire emergency. All section and elements in the room preventive maintenance checklist inspection will be explained in this report.

## 1.4 Methods Of Study

### i. Observations

Observation is the main and basic method of doing room preventive maintenance inspections in the hotel room. Based on my observations during my practical session in the company, the method is a means of gathering information with a larger view to learn the steps accordingly from expert and experienced people. The observation is carried out for the first month and it was recorded with write short notes, picture and videos of the operation. As the result, the process of room inspection is running well due to clear instructions and understanding.

### ii. Interview

Interview are most effective for qualitative research. It helps you explain, better understand, and explore person's opinions and experience about specific work. The interview is done by ask questions when doing observation and when doing the inspection facing unexpected problem. The person's interviewed in this method is manager, assistant manager, supervisor and senior technician at office or hotel room.

### iii. Journal

There are numerous journal websites on the internet that can be used as a secondary source of information. There will be hundreds of results of related topics when we search about the topic we want. Due to the technology era, the majority of information is now available on the internet and can be accessed in a matter of seconds.

## **CHAPTER 2.0**

### **COMPANY BACKGROUND**

#### **2.1 Introduction Of Company**

Hotel Le Meridien Putrajaya located at Lebuhraya IRC, IOI Resort City, Sepang, Putrajaya Malaysia. A high-rise and multi storey building with 1,200 square meters width. A five stars hotel and the hospitality brand's third property in Malaysia after Le Meridien Kuala Lumpur and Kota Kinabalu. Hotel Le Meridien is owned by Starwood Hotels and Resorts, designed by Zon Design Rekabina and is constructed by ISG Malaysia. The hotel features 22 floors, 353 guestrooms and suites, boasting expansive city or garden views. The hotel also offers 15 venues for business meetings, conferences and social gatherings as well as a grand ballroom of nearly 26,910 square feet.

After developing the brand during the 1960's, in 1972, Air France launched Le Meridien as a home away from home for its customers and also its employees. Hotel Le Meridien Putrajaya started operating from 28 July 2016 until now. The names were a reference to the geographic coordinate lines spanning the globe and reaffirms the brand's international focus. These roots inspired our mid-century design. French passions for culture and cuisine and the effortless, effervescent European style. This heritage supports all three of our brand pillars of Art of Travel, Culture of Savouring, and European Heritage.

With over 30 years of experience in the hospitality industry. General Manager of Hotel Le Meridien Putrajaya, Kumar Renoo, Cluster General Manager, Putrajaya, IOI



Properties Le Meridien Putrajaya, Putrajaya Marriott Hotel, Palm Garden Hotel, Putrajaya, a Tribute Portfolio Hotel and Four Points by Sheraton Puchong. His dynamic management style has seen Le Meridien Putrajaya grow to be the number 1 ranked hotel in the area. He was responsible for managing the renovation and refurbishment project of the latter to its successful opening, before assuming management responsibilities for both properties.

Hotel Le Meridien divided and handled by a person in charge in every departments that manages the hotel to success which is Ahmad Fazli, Multi Property IT manager, Amy Khiew and Ivan Yoong, Cluster Director of Sales, Puteri Jamalus, Executive Housekeeper, Sidin Abdullah, Chief Steward, Liou Chong Yaw, Executive Chef, James Lourdesamy, Cluster Director of Loss Prevention, Sangar, Cluster Purchasing Manager, Azhar Ashari, Assistant Director of Food and Beverage, and lastly Mohd Azlan, Maintenance Manager.

## 2.2 Company Profile



Figure 2.1 : Le Meridien Putrajaya logo

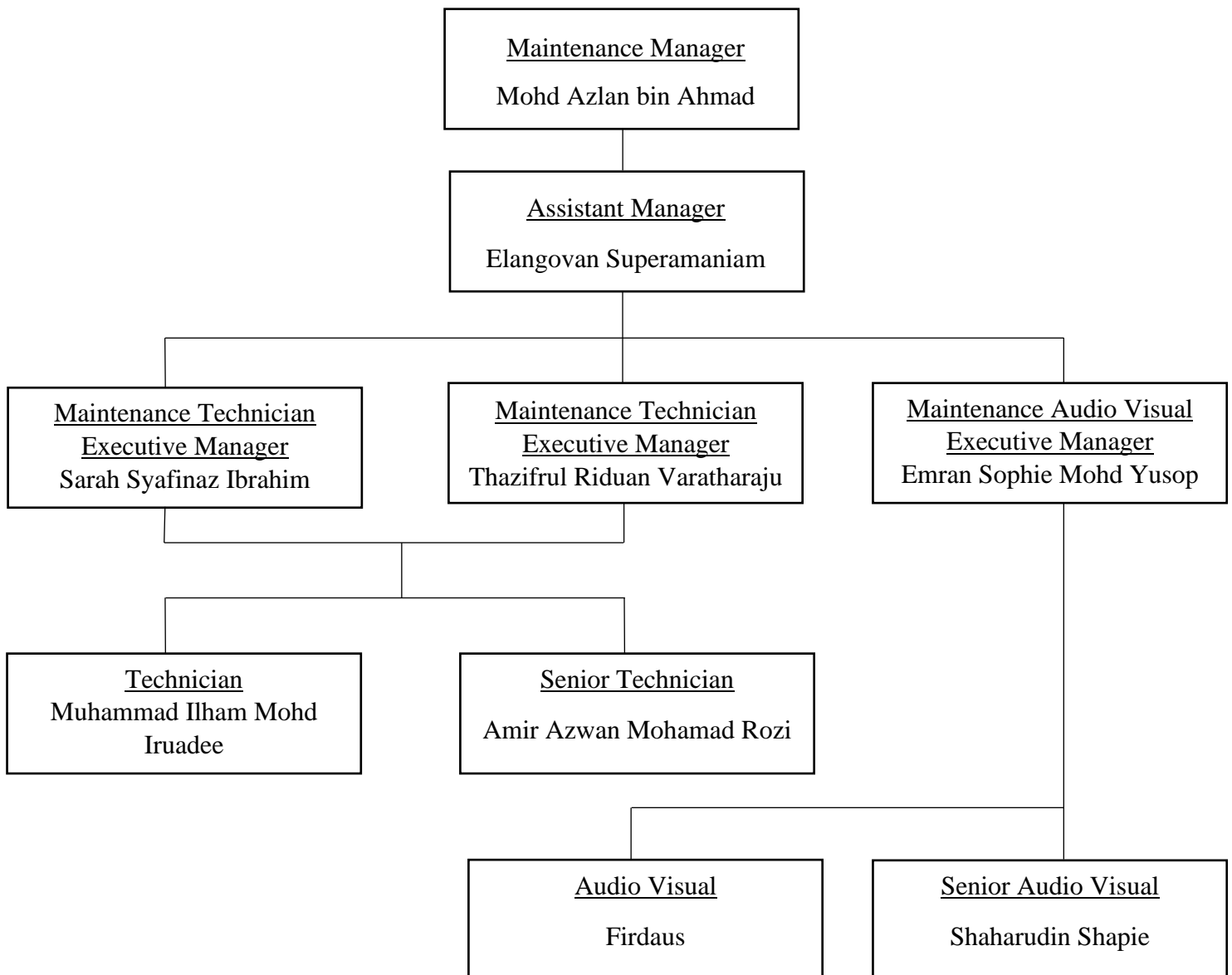
Company Name	Hotel Le Meridien Putrajaya
Date and Place of Registration	28 July 2016, Putrajaya, Malaysia
Telephone No.	03-8689 6888
Fax No.	03-8689 6744
Email	corpcomm@ioigroup.com

Table 2.1 : Le Meridien Putrajaya profile

### 2.3 Company Organization Chart

The person who in charge managing the engineering department, En. Mohd Azlan bin Ahmad, Maintenance Manager. He already serves the hotel from its opening which in 2016 until now. En. Mohd Azlan in charge of electrical, plumbing, kitchen equipment and other maintenance in the hotel building. There are few other positions in charge below En. Mohd Azlan which is assistant manager and executive manager.

Figure 2.2: Le Meridien Putrajaya engineering department organization chart



## **CHAPTER 3.0**

### **CASE STUDY (HOTEL ROOM PREVENTIVE MAINTENANCE)**

#### **3.1 Introduction to Case Study**

This room preventive maintenance inspection checklist was made for inspection of guest room 1605 Hotel Le Meridien Putrajaya. This room checklist was made by Maintenance Technician Executive Manager, Sarah Syafinaz Ibrahim for all guest room inspection in hotel building. This inspection was due for one day and done at 25 July 2021.

Guest room preventive maintenance checklist in the hotel were made and referred were to ensure excellent and consistent function and quality for long term time. Preventive measures must be developed to detect and correct any maintenance issues before a guest makes contact with the hotel. The rooms preventive maintenance will ensure each room is serviced at least twice a year.

Among the areas where preventive maintenance should be focused more attentively, one of the most common guest complaints in the Hotel Le Meridien is the air-conditioning. The common issues include the inability to reach a desired temperature or unpleasant noise from the vents. Also, a lot of problems could be avoided by investing in good quality lamps and attention to their lifetime. Repairing and replacing elements of the heating system is expensive, while they have an immediate impact on the guest experience. Even small leaks in the hotel plumbing system can not only damage the infrastructure, but also ruin the guest experience, for example in case of mould or drain system failure.

### 3.2 Elements Of Room Preventive Maintenance Checklist

In the room preventive checklist, there are 79 items overall of maintenance equipment and tools in the guest room that need to be check of the condition. However, the checklist was divided into several sections or part according to their respective items which is entrance door, air conditioner, fire safety, closet, electrical appliance, lighting, bed, surface, toilet, furniture.

DATE: 25/07/2021  
ROOM NO: 1605

**Le MERIDIEN PUTRAJAYA**  
LE MERIDIEN PUTRAJAYA ROOM CHECKLIST

NO	DESCRIPTION	YES	NO	REMARKS
1	ROOM SIGNAGE	/		
2	DOOR BELL	/		
3	DON'T DISTURB INTERLOCK	/		
4	LOCK SET	/		
5	ENTRANCE LIGHTING	/		
6	DOOR CLOSER	/		
7	VIEWER CONDITION	/		
8	DOUBLE LATCH	/		
9	EVACUATION DIRECTION	/		
10	MAIN DOOR CONDITION	/		
11	KEY CARD SWITCH	/		
12	LIGHTING SWITCH	/		
13	AIRCOND FILTER	/		cleaning
14	AIRCOND GRILL	/		cleaning
15	AIRCOND THERMOSTAT	/		
16	EMERGENCY LIGHT	/		change battery
17	SPRINKLER CONDITION	/		clear and gap
18	SMOKE DETECTOR	/		
19	CLOSET LIGHTING	/		
20	CLOSET ROLLER/DOOR	/		
21	MINIBAR FRIDGE	/		
22	MINIBAR VENTILATION	/		
23	MINIBAR LIGHT	/		
24	ELCB TRIP TEST	/		
25	TABLE LAMP	/		
26	STANDING LAMP	/		change new
27	BEDSIDE LIGHT	/		
28	LAMP SHADE TIGHTEN	/		
29	BEDHEAD CONDITION	/		
30	WOOD VENEER CONDITION	/		stain
31	POWER SOCKET	/		
32	SWITCH AT BEDSIDE	/		
33	ALARM CLOCK	/		
34	CEILING MANHOLE CONDITION	/		
35	CEILING PAINTING	/		
36	CEILING TOUCH UP	/		brush
37	TV CONDITION/PROGRAM	/		tuning
38	TELEPHONE CONDITION	/		
39	CEILING CRACK TOUCH UP	/		
40	WALLPAPER	/		change new
41	SKIRTING	/		original
42	CARPET CONDITION	/		
43	SPEAKER CONDITION	/		
44	FLUSH UNIT	/		

Figure 3.1 : Le Meridien Putrajaya room checklist page 1

NO	DESCRIPTION	YES	NO	REMARKS
45	HAND TAB	/		
46	DOOR FRAME VARNISH	/		
47	TOILET BOWL CONDITION	/		
48	HAND BASIN CONDITION	/		
49	VANITY COUNTER MIRROR	/		
50	VANITY COUNTER	/		
51	GLASS DOOR HANDLE TIGHTNESS	/		
52	GLASS DOOR BRACKET TIGHTNESS	/		
53	FLOOR TRAP CONDITION	/		
54	SHOWER HEAD TIGHTNESS	/		
55	TOILET MANHOLE	/		patch
56	TOILET CEILING PAINTING	/		
57	CHECK LEAKING AT TOILET CEILING	/		
58	TOILET LIGHTING	/		adjust lightbox
59	FACE MIRROR (ROUND)	/		
60	TOWEL RACK	/		
61	TOILET DOOR LOCKSET LATCH	/		
62	TOILET TISU PAPER HOLDER	/		tighen
63	SEXY GLASS BLIND CURTAIN	/		
64	FLOOR MARBLE	/		
65	WALL TILES	/		grouting
66	BATHROOM GROUTING	/		grouting
67	BATHROOM SILICON	/		silicon
68	SEXY GLASS CONDITION	/		
69	BATH TUB	/		
70	GLASS DOOR GAP	/		
71	GLASS DOOR SILICON	/		
72	WRITING TABLE CONDITION	/		
73	ARM CHAIR	/		
74	SOFA	/		
75	COFFEE TABLE	/		
76	EMERGENCY TORCH LIGHT	/		change battery
77	SAFE BOX	/		
78	DRAWER	/		
79	ENTRANCE MIRROR	/		
80				
81				
82				
83				
84				
85				

Figure 3.2 : Le Meridien Putrajaya room checklist page 2

### Entrance door

Entrance door include room signage, doors bell, don't disturb interlock, lock set, entrance lighting, door closer, viewer condition, double latch, evacuation direction, main door condition, key card switch and lighting switch.

### Air Conditioner

Air conditioner include air conditioner filter, air conditioner grill and air conditioner thermostat.

**Fire Safety**

Fire safety include emergency light, sprinkler condition and smoke detector.

**Closet**

Closet include closet lighting and closet roller or door.

**Electrical Appliance**

Electrical appliance includes minibar fridge, minibar ventilation, minibar light, alarm clock, television condition or program and telephone condition.

**Lighting**

Lighting includes ELCB trip test, table lamp, standing lamp, bedside light and lamp shade tighten.

**Bed**

Bed includes bedhead condition, wood veneer condition, power socket and switch at bedside.

**Surface**

Surface includes ceiling manhole condition, ceiling painting, ceiling touch up, ceiling crack touch up, wallpaper, skirting and carpet condition.

**Toilet**

Toilet includes flush unit, hand tab, door frame varnish, toilet bowl condition, hand basin condition, vanity counter mirror, vanity counter, glass door handle tightness, glass door bracket tightness, floor trap condition, shower head tightness, toilet manhole, toilet ceiling painting, toilet lighting, face mirror(round), towel rack, toilet door lockset latch, toilet tissue paper holder, sexy glass blind curtain, floor marble, wall tiles, bathroom grouting, bathroom silicon, sexy glass condition, bathtub, glass door gap and glass door silicon.

**Furniture**

Furniture includes writing table condition, arm chair, sofa, coffee table, emergency torch light, safe box, drawer and entrance mirror.



### 3.3 Process Of Room Inspection

Firstly, starting with entrance door, check the condition of room signage, door closer, viewer peep hole, double latch, evacuation direction and main door whether they are broken or still in good condition. Looking for crack or fracture at the item with detail. If founded broken or in bad condition the item must be changed with a new one.



Figure 3.3 : Room signage



Figure 3.4 : Door closer



Figure 3.5 : Viewer peep hole

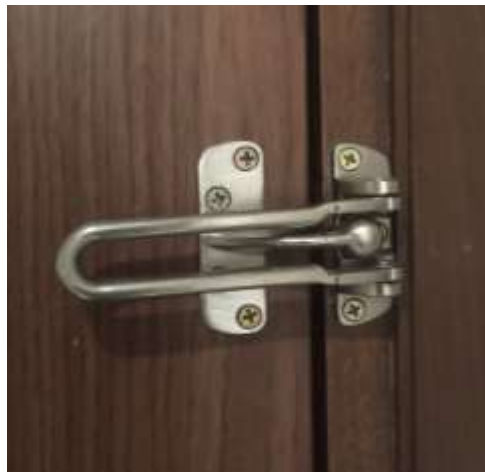


Figure 3.6 : Double latch



Figure 3.7 : Evacuation direction



Figure 3.8 : Main door

Moreover, check the condition of door bell, do not disturb interlock, lockset, entrance lighting, key card switch and lighting switch whether the item functioning or not. If the item is broken, change it with a new one and if the item are not working check the power supply of the room.



Figure 3.9 : Door bell



Figure 3.10 : Do not disturb interlock



Figure 3.11 : Lockset



Figure 3.12 : Entrance lighting



Figure 3.13 : Key card switch



Figure 3.14 : Lighting switch

After that, start checking the room air conditioner starting from its filter and grill whether they are dirty or clean. If the filter or grill is in dirty condition can block the air cooling coming through and because of this can affect the room temperature to be high. Always made sure to clean the filter and grill by wash it using water. Continue check the air conditioner thermostat secure and functioning, if the thermostat not working changed it with a new one but before that check the air conditioner relay and wiring.



Figure 3.15 : Air conditioner filter



Figure 3.16 : Air conditioner grill



Figure 3.17 : Air conditioner thermostat

Next, check the fire safety starting with emergency light, sprinkler cover and smoke detector. Make sure these items working by test them for guest safety in the event of emergency. Sprinkler cover need to be left a little gap between the cover and the ceiling to let the water out when fire emergency happening.



Figure 3.18 : Emergency light



Figure 3.19 : Sprinkler cover



Figure 3.20 : Smoke detector

After that, check the condition of closet which is closet lighting if it turned on or light on when the closet door is opened. If the closet light not light on check the micro switch and the LED lamp, change the items if its broken or not working. Then, check the closet roller or door. Closet door often stuck or loose so make sure the roller follows the rail.



Figure 3.21 : Closet light





Figure 3.22 : Closet roller

Next, continue with electrical appliance with check the minibar fridge, minibar ventilation and minibar light. If minibar is not working or not cold, change it with a new one other than that we need to call contractor for expert and further checking. Then, check the condition of alarm clock, telephone and television. Television is often lost signal from Astro so reset back or tune back the television.



Figure 3.23 : Minibar fridge



Figure 3.24 : Minibar light



Figure 3.25 : Alarm clock



Figure 3.26 : Room telephone

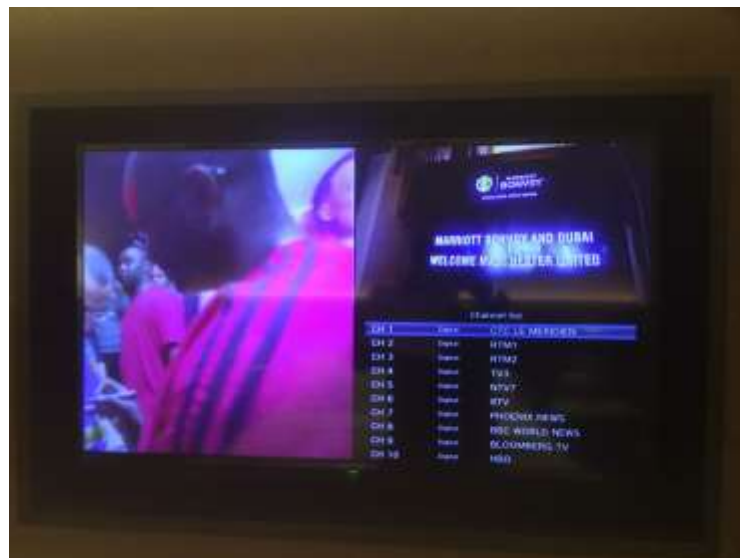


Figure 3.27 : Room Television

Then, check the lighting in the room which is starting from ELCB trip test. After that, check the condition of table lamp, standing lamp, bedside light and lamp shade tighten whether they light on or not. If the lamp is not working, change the bulb because of burnt lightbulb.



Figure 3.28 : ELCB trip test



Figure 3.29 : Table lamp



Figure 3.30 : Standing lamp



Figure 3.31 : Bedside light



Figure 3.32 : Lamp shade tighten

After that, check the condition of bedhead and wood veneer if there any hole or crack. Then check the power socket and switch at bedside if there have power supply.



Figure 3.33 : Bedhead

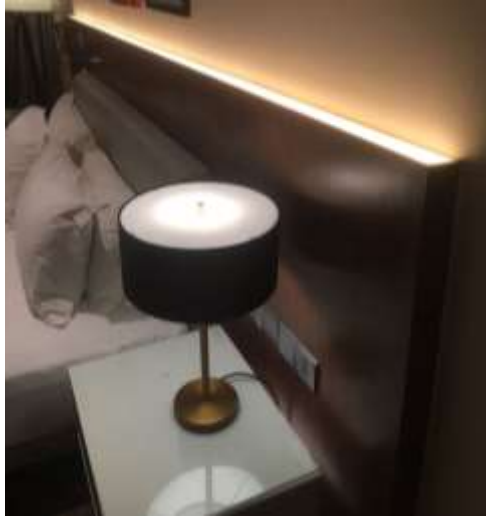


Figure 3.34 : Wood veneer



Figure 3.35 : Power socket



Figure 3.36 : Switch at bedside

Going on with surfaces in room which is ceiling manhole, ceiling painting, wallpaper, skirting and carpet condition if these features in good condition.



Figure 3.37 : Ceiling manhole



Figure 3.38 : ceiling painting





Figure 3.39 : Wallpaper



Figure 3.40 : Skirting



Figure 3.41 : Carpet

After that, continue checking the toilet starting with flush unit, hand tab and toilet bowl. Make sure that these items working and no leaking. Next, check the condition of door frame varnish, vanity counter mirror and vanity counter whether got crack or broken. Going on with shower area starting with glass door handle tightness and glass bracket tightness, if these items are not tight enough can cause the glass door broken. Shower head need to be ensured that it is tight to avoid any leaking from the hose. Then, check the floor trap, toilet manhole and toilet ceiling painting if there any dirt or grumble. After that, make sure toilet lighting, face mirror, toilet door lockset latch and sexy glass blind curtain functioning and can be used. Continue check towel rack and toilet tissue paper holder not loose to avoid any fell off. Check floor marble and wall tiles in good condition and no crack. Next, touch up bathroom grouting, bathroom silicon, glass door gap and glass door silicone to aware if there any detached. Lastly, check the condition of sexy glass and bathtub. Sexy glass frame needs to be silicone with the wall to avoid leaking water and ensure the cold water also hot water in the room reach their average temperature in hotel.

Last but not least, check the condition of furniture in the room before the room inspection is finished. Starting with writing table, arm chair, sofa and coffee table is checked with detail if got torn or crack on the table and test swing also sit on the arm chair. Next, test the emergency torch light and safe box can be used and functioning well. Lastly, check the drawer and entrance mirror installed tight to the wall.



Figure 3.42 : Writing table



Figure 3.43 : Arm chair



Figure 3.44 : Sofa



Figure 3.45 : Coffee table



Figure 3.46 : Emergency torch light



Figure 3.47 : Safe box



Figure 3.48 : Drawer



Figure 3.49 : Entrance mirror

### 3.4 Problems Faced During Inspection And Solution To The Problem

#### i. Air conditioner noisy

There are 3 reasons for this problem to happen, the first one is because of the filter vibrate and hit the cover. Solution for that problem is to adjust and tighten the screw on the filter with the cover. Next, motor blower is vibrating and hitting the top of the cover. Uninstalled the motor blower and reinstalled it back make sure to leave a space between the blower and the top of cover. Lastly, the motor blower bearing already loose and need to change with a new one. The procedure is starting with take-off the filter, unplug the air conditioner wiring but make sure to take a picture for reference later. Uninstall the motor blower, unplug the motor part by part and take off the bearing change it with a new one for both sides. Lastly, reinstalled the motor blower back.



Figure 3.50 : Motor blower air conditioner



Figure 3.51 : Air conditioner wiring



Figure 3.52 : Bearing

## ii. **Television no signal**

There are 3 items that need to be check if this problem happened which is channel cable, plug socket and television. Firstly, reset the television or channel setting back, if the problem is still no solve yet check cable channel and socket and change it with new one if the items have broken. Lastly, if the problem still not fixed yet after all the step change the television with a new one.

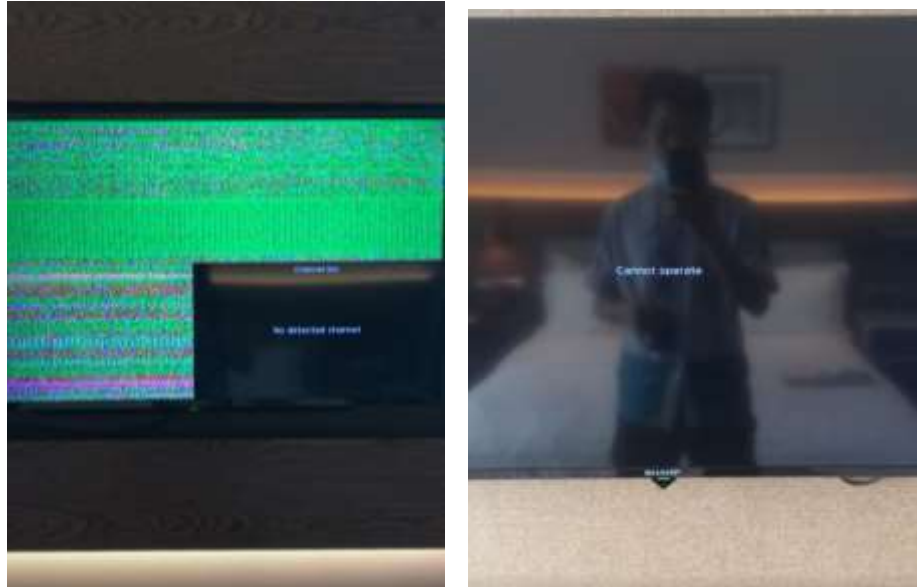


Figure 3.53 : Television no signal

### iii. Wallpaper peel off

Wallpaper problem occur often because of something hit it such as guest luggage or guest child who painting at wallpaper using pen. The wallpaper need to be change and cannot be used anymore. The part that is torn and dirt need to be peel off using square shape. After that, the wall need to be patch and sand papering to get a smooth surface. Then, glue the wallpaper to the wall and avoid any line arise to be seen. Lastly, wipe the wallpaper using a wet towel to erase the glue to be seen after it dry.



Figure 3.54 : Wallpaper defect



## **CHAPTER 4.0**

### **CONCLUSION**

In conclusion, this case study explains about the process of room inspection of guest room in Hotel Le Meridien Putrajaya. The main purpose of this report is to explain the content of room preventive checklist and element which divided into parts which is entrance door, air conditioner, fire safety, closet, electrical appliance, lighting, bed, surface, toilet, furniture. Other than that, full process of room inspection in hotel building all the items need to be check the detail, test running the item and keep all the items clean. In addition, the problem faced during inspection such as air conditioner noisy, television no signal and wallpaper peel off. It also provides the solution to the problem faced as state. Lastly, preventive maintenance is about being prepared. It is about avoiding surprises and being forced to quickly react to expensive malfunctions. Its about checking on all of equipment routinely and creating a more sustainable plan for keeping every hotel asset working as intended.

## REFERENCE

Daryl R. Brown, Oct 2001, Energ Eng J Assoc Energ Eng, Thermal Energy Storage for Space Cooling: An Underutilized Opportunity in Federal Buildings

Fred Barber, Gary Hilberg, Dec 1995, Comprehensive maintenance program ensures reliable operation

A Thumann, Jan 1999, 341-362, Industrial operations and maintenance energy measures: a review. Plant Engineers and Managers Guide to Energy Conservation

K.T. Chan, Dec 2009, Strat Plann Energ Environ, Maintenance Practices and Energy Performance of Hotel Buildings