# Training course on Hotel Maintenance and Facilities Management

Professional Development Training Course Outline

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| **Category** | Tourism and hospitality | **Duration** | 5 Days |
| **Base Fee** | $1,500 USD | **Delivery Mode** | Online / On-site Hybrid |

## Course Introduction

In the dynamic and competitive landscape of the hospitality industry, Hotel Maintenance and Facilities Management are fundamentally critical to a property's success, directly impacting guest satisfaction, operational continuity, and long-term asset value. Beyond the visible aesthetics, the underlying infrastructure, systems, and equipment represent the very backbone of a hotel. A well-managed maintenance department ensures the seamless operation of all building systems?from HVAC and electrical to plumbing and life safety?safeguarding guest comfort, preventing disruptions, and upholding brand standards. The modern approach to facilities management emphasizes a proactive, strategic shift from reactive repairs to comprehensive preventive maintenance programs and energy efficiency initiatives. Neglecting these vital functions can lead to costly breakdowns, safety hazards, negative guest experiences, adverse online reviews, and significant financial losses. Therefore, for hotel owners, general managers, and engineering professionals, mastering advanced facilities management is indispensable for protecting investments, ensuring regulatory compliance, and cultivating a reputation for reliability and excellence. Training Course on Hotel Maintenance and Facilities Management is meticulously designed to equip aspiring and current hospitality professionals with the advanced theoretical insights and practical skills necessary to excel in Hotel Maintenance and Facilities Management. We will delve into the strategic planning of preventive and predictive maintenance programs, master the intricacies of core building systems (MEP), and explore advanced energy management strategies to reduce operational costs and promote sustainability. A significant focus will be placed on developing robust health, safety, and security protocols, managing complex renovation projects and capital expenditures (CapEx), and effectively leveraging cutting-edge facilities technology like Building Management Systems (BMS) and Computerized Maintenance Management Systems (CMMS). By integrating industry best practices, engaging with real-world case studies, and discussing emerging trends such as smart building technologies and climate change adaptation, attendees will develop the strategic acumen to lead high-performing maintenance teams, foster unparalleled operational efficiency, ensure guest safety, and contribute meaningfully to the hotel's financial health and environmental stewardship, guaranteeing both asset longevity and a competitive advantage.

# Programme Curriculum

**Training Course on Hotel Maintenance and Facilities Management**

**Introduction**

In the dynamic and competitive landscape of the hospitality industry, **Hotel Maintenance and Facilities Management** are fundamentally critical to a property's success, directly impacting guest satisfaction, operational continuity, and long-term asset value. Beyond the visible aesthetics, the underlying infrastructure, systems, and equipment represent the very backbone of a hotel. A well-managed maintenance department ensures the seamless operation of all building systems—from HVAC and electrical to plumbing and life safety—safeguarding guest comfort, preventing disruptions, and upholding brand standards. The modern approach to facilities management emphasizes a proactive, strategic shift from reactive repairs to comprehensive **preventive maintenance programs** and **energy efficiency initiatives**. Neglecting these vital functions can lead to costly breakdowns, safety hazards, negative guest experiences, adverse online reviews, and significant financial losses. Therefore, for hotel owners, general managers, and engineering professionals, mastering advanced facilities management is indispensable for protecting investments, ensuring regulatory compliance, and cultivating a reputation for reliability and excellence.

**Training Course on Hotel Maintenance and Facilities Management** is meticulously designed to equip aspiring and current hospitality professionals with the advanced theoretical insights and practical skills necessary to excel in **Hotel Maintenance and Facilities Management**. We will delve into the strategic planning of **preventive and predictive maintenance programs**, master the intricacies of core **building systems (MEP)**, and explore advanced **energy management strategies** to reduce operational costs and promote sustainability. A significant focus will be placed on developing robust **health, safety, and security protocols**, managing complex **renovation projects and capital expenditures (CapEx)**, and effectively leveraging cutting-edge **facilities technology** like Building Management Systems (BMS) and Computerized Maintenance Management Systems (CMMS). By integrating industry best practices, engaging with real-world case studies, and discussing emerging trends such as smart building technologies and climate change adaptation, attendees will develop the strategic acumen to lead high-performing maintenance teams, foster unparalleled **operational efficiency**, ensure **guest safety**, and contribute meaningfully to the hotel's financial health and environmental stewardship, guaranteeing both **asset longevity** and a **competitive advantage**.

**Course Objectives**

Upon completion of this course, participants will be able to:

1. Analyze the strategic role of **maintenance and facilities management** in hotel operations.
2. Design and implement comprehensive **preventive and predictive maintenance programs**.
3. Understand the operation and maintenance of core **hotel building systems (MEP)**.
4. Develop and execute effective **energy management and sustainability initiatives**.
5. Establish and enforce robust **health, safety, and security protocols** for hotel facilities.
6. Manage **hotel renovation projects** and capital expenditure (CapEx) effectively.
7. Leverage **facilities technology** (BMS, CMMS, IoT) for operational efficiency and insights.
8. Optimize **vendor management** and evaluate outsourced maintenance services.
9. Develop comprehensive **emergency preparedness and response plans** for hotel facilities.
10. Manage departmental **budgeting and financial controls** for maintenance operations.
11. Measure and analyze **facilities performance metrics** for continuous improvement.

12. Formulate strategies for **asset longevity** and minimizing downtime.
13. Position themselves as leaders in driving **operational excellence** and guest safety through superior facilities management.

**Target Audience**

This course is designed for professionals responsible for the physical infrastructure and operational integrity of hotel properties:

1. **Directors of Engineering and Chief Engineers:** Seeking advanced strategies for their departments.
2. **Maintenance Managers and Supervisors:** Aiming to enhance their leadership and technical skills.
3. **General Managers and Assistant General Managers:** Looking for comprehensive insight into hotel operations.
4. **Asset Managers and Hotel Owners:** Focusing on property value, operational costs, and investment protection.
5. **Hospitality Operations Managers:** Needing to understand maintenance impact on guest experience.
6. **Safety and Security Managers:** Collaborating with engineering on emergency preparedness.
7. **Hospitality Consultants:** Advising hotels on facilities management best practices.
8. **Senior Hospitality Students:** Specializing in rooms division or hotel management.

**Course Duration: 5 Days**

**Course Modules**

**Module 1: Foundations of Hotel Maintenance and Facilities Management**

- Defining the Scope and Importance of Facilities Management in Hospitality.
- Organizational Structure of the Engineering Department and Key Roles.
- The Impact of Maintenance on Guest Satisfaction, Safety, and Hotel Profitability.
- Shifting from Reactive Repairs to Proactive Facilities Management.
- Interdepartmental Collaboration and Communication (Front Office, Housekeeping).

**Module 2: Preventive and Predictive Maintenance Programs**

- Designing a Comprehensive **Preventive Maintenance (PM)** Program.
- Developing Detailed Maintenance Schedules for All Hotel Assets.
- Implementing **Predictive Maintenance** Techniques (e.g., Vibration Analysis, Thermal Imaging).
- Utilizing **Computerized Maintenance Management Systems (CMMS)** for PM Tracking.
- Measuring the Effectiveness and Return on Investment (ROI) of PM Programs.

**Module 3: Building Systems and Equipment Management (MEP)**

- In-depth Understanding of **Mechanical, Electrical, and Plumbing (MEP) Systems**.
- **HVAC Systems**: Operation, Maintenance, Troubleshooting, and Efficiency.
- **Electrical Systems**: Power Distribution, Lighting, Circuitry, and Safety Protocols.
- **Plumbing and Water Management Systems**: Water Quality, Drainage, Heating.
- Maintenance of Vertical Transportation (Elevators, Escalators) and Kitchen Equipment.

**Module 4: Energy Management and Sustainability**

- The Critical Importance of **Energy Conservation** in Hotel Operations.
- Strategies for Reducing Energy Consumption (Lighting Retrofits, HVAC Optimization).

- Exploring **Renewable Energy Options** for Hotels (Solar, Geothermal).
- **Water Conservation** Initiatives and Waste Management Programs.
- Understanding **Green Building Certifications** (e.g., LEED, Green Key) and their benefits.

**Module 5: Hotel Health, Safety, and Security Compliance**

- Ensuring Regulatory Compliance: Fire Safety Codes, ADA Accessibility, Local Building Regulations.
- Developing Comprehensive **Emergency Preparedness and Response Plans** (Fire, Medical, Natural Disasters).
- Implementing Robust **Guest and Employee Safety Protocols** (e.g., Chemical Handling, Ergonomics).
- Conducting Regular Risk Assessments and Mitigating Facilities-Related Hazards.
- Managing Hazardous Materials and Adhering to Environmental Regulations.

**Module 6: Project Management for Hotel Renovations and CapEx**

- Planning and Executing **Capital Expenditure (CapEx)** Projects in a Hotel Setting.
- Lifecycle Management of Hotel Renovations and Refurbishments.
- Strategic Planning to Minimize Disruption to Guest Experience during Projects.
- Vendor Selection, Contract Negotiation, and Project Oversight.
- Effective Budgeting and Cost Control for Major Maintenance and Renovation Projects.

**Module 7: Facilities Technology and Data Management**

- Implementing and Optimizing **Building Management Systems (BMS)** for Centralized Control.
- Leveraging **CMMS** for Work Order Management, Asset Tracking, and Reporting.
- Utilizing **IoT Sensors** for Predictive Maintenance and Real-time System Monitoring.
- Applying Data Analytics to Extract Insights for Maintenance Efficiency and Forecasting.
- Integrating Facilities Data with Other Hotel Systems (PMS, Housekeeping) for Holistic Operations.

**Module 8: Outsourcing, Vendor Management, and Future Trends**

- Strategic Decision-Making: In-House Maintenance vs. Outsourcing Services.
- Developing and Managing Effective **Vendor Relationships** and Service Level Agreements (SLAs).
- Performance Monitoring and Evaluation of Third-Party Maintenance Providers.
- Emerging Technologies: Smart Buildings, Artificial Intelligence for Predictive Maintenance.
- Addressing Future Challenges: Aging Infrastructure, Climate Change Impacts, and Evolving Guest Demands.

**Training Methodology**

- **Interactive Workshops:** Facilitated discussions, group exercises, and problem-solving activities.
- **Case Studies:** Real-world examples to illustrate successful community-based surveillance practices.
- **Role-Playing and Simulations:** Practice engaging communities in surveillance activities.
- **Expert Presentations:** Insights from experienced public health professionals and community leaders.
- **Group Projects:** Collaborative development of community surveillance plans.
- **Action Planning:** Development of personalized action plans for implementing community-based surveillance.
- **Digital Tools and Resources:** Utilization of online platforms for collaboration and learning.
- **Peer-to-Peer Learning:** Sharing experiences and insights on community engagement.
- **Post-Training Support:** Access to online forums, mentorship, and continued learning resources.

**Register as a group from 3 participants for a Discount**

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

**Certification**

Upon successful completion of this training, participants will be issued with a globally recognized certificate.

**Tailor-Made Course**

We also offer tailor-made courses based on your needs.

**Key Notes**

- Participants must be conversant in English.
- Upon completion of training, participants will receive an Authorized Training Certificate.
- The course duration is flexible and can be modified to fit any number of days.
- Course fee includes facilitation, training materials, 2 coffee breaks, buffet lunch, and a Certificate upon successful completion.
- One-year post-training support, consultation, and coaching provided after the course.
- Payment should be made at least a week before the training commencement to Fineskill Training Center account, as indicated in the invoice, to enable better preparation.

## Upcoming Scheduled Sessions

| Start Date | End Date | Location | Price |
|---|---|---|---|
| **23 Nov 2026** | 27 Nov 2026 | Online | $1,000 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $1,500 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $3,000 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $3,000 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $6,000 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $4,500 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $6,000 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $6,000 |

Ready to enroll or request a customized program? Book online or contact us:

**Register Online Now**