



## Administrator SOPs for Maintenance Staff

### **Objective:**

To establish standardized guidelines and procedures for administrators overseeing maintenance staff to ensure effective and organized maintenance operations within Crown Lodge Accommodation Ltd.

### **Scope:**

This SOP applies to all maintenance staff administrators and personnel responsible for overseeing maintenance operations within Crown Lodge Accommodation Ltd.

### **Roles and Responsibilities:**

Clearly define the roles and responsibilities of maintenance staff administrators.

Outline the specific duties and expectations for maintenance staff, including routine maintenance tasks, repairs, and emergency response.

### **Communication Protocols:**

Establish clear communication channels between administrators and maintenance staff.

Define reporting structures for routine maintenance updates, completed tasks, and any issues that may arise.

### **Work Order Management:**

Standardise the process for submitting, prioritising, and tracking maintenance work orders.

Outline the information required for a comprehensive work order, including location, issue description, priority level, and any relevant documentation.

### **Preventive Maintenance Procedures:**

Develop a schedule for routine preventive maintenance tasks.

Specify the procedures for inspections, testing, and maintenance checks on equipment and facilities.

### **Emergency Response:**

Outline protocols for responding to emergency maintenance situations.

Clearly define the chain of command, emergency contact information, and procedures for handling urgent repairs or safety issues.

### **Inventory Management:**

Establish procedures for managing maintenance supplies and equipment.

Implement inventory control measures, including regular audits and restocking processes.

**Contractor Management:**

Define the process for hiring and managing external contractors for specialized maintenance tasks.

Ensure that contractors adhere to safety protocols and organizational standards.

**Training and Development:**

Develop a training program for maintenance staff that includes safety protocols, equipment usage, and any specialised skills required.

Outline procedures for ongoing professional development and skills enhancement.

**Safety Procedures:**

Clearly communicate safety guidelines for maintenance staff.

Ensure compliance with occupational health and safety regulations and conduct regular safety training sessions.

**Documentation and Record Keeping:**

Establish protocols for documenting completed maintenance tasks, including dates, details, and any additional notes.

Ensure the secure and organized storage of maintenance records for future reference and auditing.

**Performance Evaluation:**

Implement a system for evaluating the performance of maintenance staff.

Conduct regular performance reviews, providing feedback and identifying areas for improvement or additional training.

**Review and Revision:**

Set a schedule for regular review and update of SOPs to adapt to changes in technology, regulations, or organisational needs.

Encourage feedback from maintenance staff for continuous improvement.