

Maintenance Request Form

DOOR 	DOOR LOCK & CHAIN 	BALCONY DOOR LOCK 	CARPET 	CLOSET DOOR 	WALLPAPER 	DRAPES 
1	2	3	4	5	6	7
BED 	CHAIR 	TABLE 	SOFA 	DRAWERS 	PICTURE 	LIGHT BULB 
8	9	10	11	12	13	14
LIGHT SWITCH 	TELEPHONE 	RADIO 	TELEVISION 	REMOTE CONTROL 	JOYSTICK 	COFFEE MAKER 
15	16	17	18	19	20	21
REFRIGERATOR 	THERMOSTAT 	SMOKE DETECTOR 	SINK 	FAUCET 	TOILET 	TUB 
22	23	24	25	26	27	28
SHOWER HEAD 	CLOTHES LINE 	TOWEL RACK 	HAIR DRYER 	FLORESCENT LIGHT 	VENT 	TILE FLOOR 
29	30	31	32	33	34	35

Department Making the Request _____

Room Number / Location: _____

Request Completed by: _____ Date: _____

Location

Remarks: _____

Maintenance Department:

Assigned To: _____ Date Completed: _____

Time Spent: _____ Completed by: _____

Remarks: _____

ROOM ASSIGNMENT SHEET

Name:			Date:		Day:	
5th Floor						
Comments	Room Status	Room No.	No. of Beds	Beds Used	Sheets Used	Initial
		531	2Q			
		532	2Q			
		533	2Q			
		534	2Q			
		535	2Q			
		536	2Q			
		537	2Q			
		538	2Q			
		539	2Q			
		540	2Q			
		541	2Q			
		542	1K+H/B			
		543	2Q			
		544	1K+H/B			
		545	2Q			

- * Expected arrival time
- S** Stay over room
- C/O** Checking out today
- Gone** Checked out and gone
- DND** Do not Disturb
- N/S** Guest told Housekeeping: No Service Today
- Not Used** Beds and room unused
- VCI** Vacant Clean Inspected
- L/F** Lost and Found items found in vacant room

ROOM ASSIGNMENT SHEET

Name:		Date:		Day:		
5th Floor						
Comments	Room Status	Room No.	No. of Beds	Beds Used	Sheets Used	Initial
	S	531	2Q			
	C/O	532	2Q			
	Gone	533	2Q			
2:00 pm	C/O	534	2Q			
	C/O	535	2Q			
	S/C	536	2Q			
crib	Gone	537	2Q			
N/S	S	538	2Q			
	S	539	2Q			
*12:00 arrival	Gone	540	2Q			
cot	C/O	541	2Q			
8:30 pm	C/O DND	542	1K+H/B			
	C/O	543	2Q			
	S	544	1K+H/B			
		545	2Q			

* Expected arrival time

S Stay over room

C/O Checking out today

Gone Checked out and gone

DND Do not Disturb

N/S Guest told Housekeeping: No Service Today

Not Used Beds and room unused

VCI Vacant Clean Inspected

L/F Lost and Found items found in vacant room

ROOM ASSIGNMENT SHEET

Name: <i>Mina</i>			Date: <i>Feb. 17/09</i>		Day:	
5th Floor						
Comments	Room Status	Room No.	No. of Beds	Beds Used	Sheets Used	Initial
	S	531	2Q	<i>N/S</i>		<i>TJ</i>
	C/O	532	2Q	<i>0</i>	<i>0</i>	<i>TJ</i>
	Gone	533	2Q	<i>2</i>	<i>4</i>	<i>TJ</i>
2:00 pm	C/O	534	2Q			<i>DND tell supervisor</i>
	C/O	535	2Q			
	S/C	536	2Q	<i>2</i>	<i>4</i>	<i>TJ</i>
crib	Gone	537	2Q	<i>3</i>	<i>6</i>	<i>TJ</i>
N/S	S	538	2Q			
	S	539	2Q	<i>2</i>	<i>0</i>	<i>TJ</i>
*12:00 arrival	Gone	540	2Q	<i>1</i>	<i>2</i>	<i>TJ</i>
cot	C/O	541	2Q	<i>not used</i>		
8:30 pm	C/O DND	542	1K+H/B			
	C/O	543	2Q	<i>1</i>	<i>2</i>	<i>TJ</i>
	S	544	1K+H/B	<i>1</i>	<i>2</i>	<i>TJ</i>
		545	2Q	<i>1</i>	<i>2</i>	<i>TJ</i>

* Expected arrival time

S Stay over room

C/O Checking out today

Gone Checked out and gone

DND Do not Disturb

N/S Guest told Housekeeping: No Service Today

Not Used Beds and room unused

VCI Vacant Clean Inspected

L/F Lost and Found items found in vacant room

Guest Notes

Housekeeping

The bathroom
tap is dripping.

Can you get
it fixed?

Room 101

ROOM CLEANING



ROOM CLEANING



ROOM CLEANING



ROOM CLEANING



GUESTROOM INSPECTION REPORT

Hotel _____

Room Attendant _____

Room No. _____

Guest bedroom

Guest bathroom

Bed linen			Floor		
-clean, straight, no stains or rips	4		-clean, with no marks or hair	5	
-no hair	4		Shower, tub, curtain, sink, counter		
Floor and carpet			-no hair or dust	5	
-vacuumed, no dirt or crumbs	4		-chrome is polished	3	
Furniture and walls			-no soap scum	3	
-dusted	2		-shower, drain and stopper work	2	
-no hair or marks	4		Toilet		
Telephone, TV, alarm clock			-no hair, dust or dirt	4	
-clean and dusted	2		-no stains	2	
-works	2		-free of odors	4	
-alarm off	2		-works properly	3	
Coffee maker and supplies			Towels and bathmat		
-complete	2		-fully stocked	2	
-no dust	1		-neat, folded properly	2	
-clean with no stains	1		-clean with no marks or hair	5	
Ice bucket, iron and ironing board			Bathroom supplies		
-clean, dry and empty	3		-fully stocked	2	
-free of odors	1		-arranged neatly, toilet tissue folded	2	
Garbage and recycling bins			Hairdryer		
-empty and free of odors	4		-in place, no lint or hair	3	
Windows, mirrors and glass			Attendant's cart		
-shiny with no smudges or marks	2		-tidy and organized	1	
Curtains and sheers			-all supplies, chemicals and gloves	2	
-easy to open and close	1		-clean guest glasses and mugs	1	
	40			50	

Evaluated by _____

Date _____



Write the opposite, using the words in the box below.

- 1. dirty clean
- 2. working _____
- 3. is _____
- 4. too cold _____
- 5. smells good _____
- 6. doesn't _____

too hot
clean
smells bad
isn't
does
broken

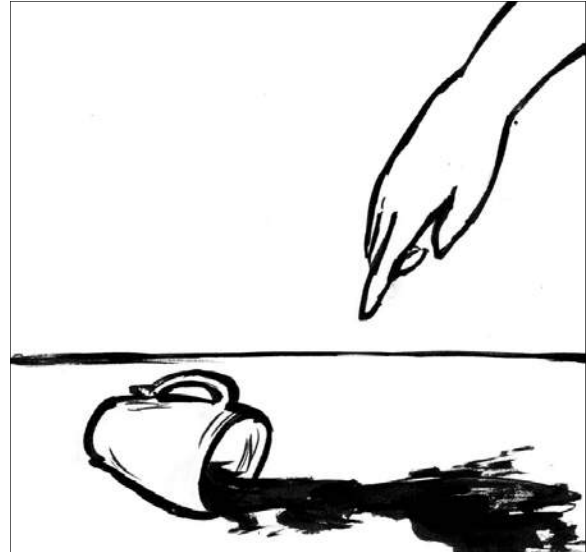
Write the opposite.

- 1. I need soap. I don't need soap.
- 2. The sink is not clean. _____
- 3. The iron is working. _____
- 4. I have shampoo. _____
- 5. My room stinks. _____
- 6. There are some dry towels. _____
- 7. More coffee, please. _____
- 8. We don't have any mugs. _____
- 9. We have no hot water. _____
- 10. There isn't any tea. _____

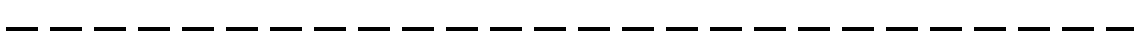
Bathroom Problems



Complaints



POOL & FITNESS AREA
Hours of Operation
5 am—11 pm
Your Room Key will allow
you access



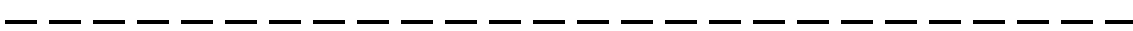
Main Lobby →
← Lounge
← Restaurant
Strathmore Room ↘
Fitness Centre/Pool ↘

**Sky Harbour
Dining Lounge
Mon-Fri
3 pm-Midnight
Sat., Sun. and Holidays
3pm-10pm
Minors Permitted**



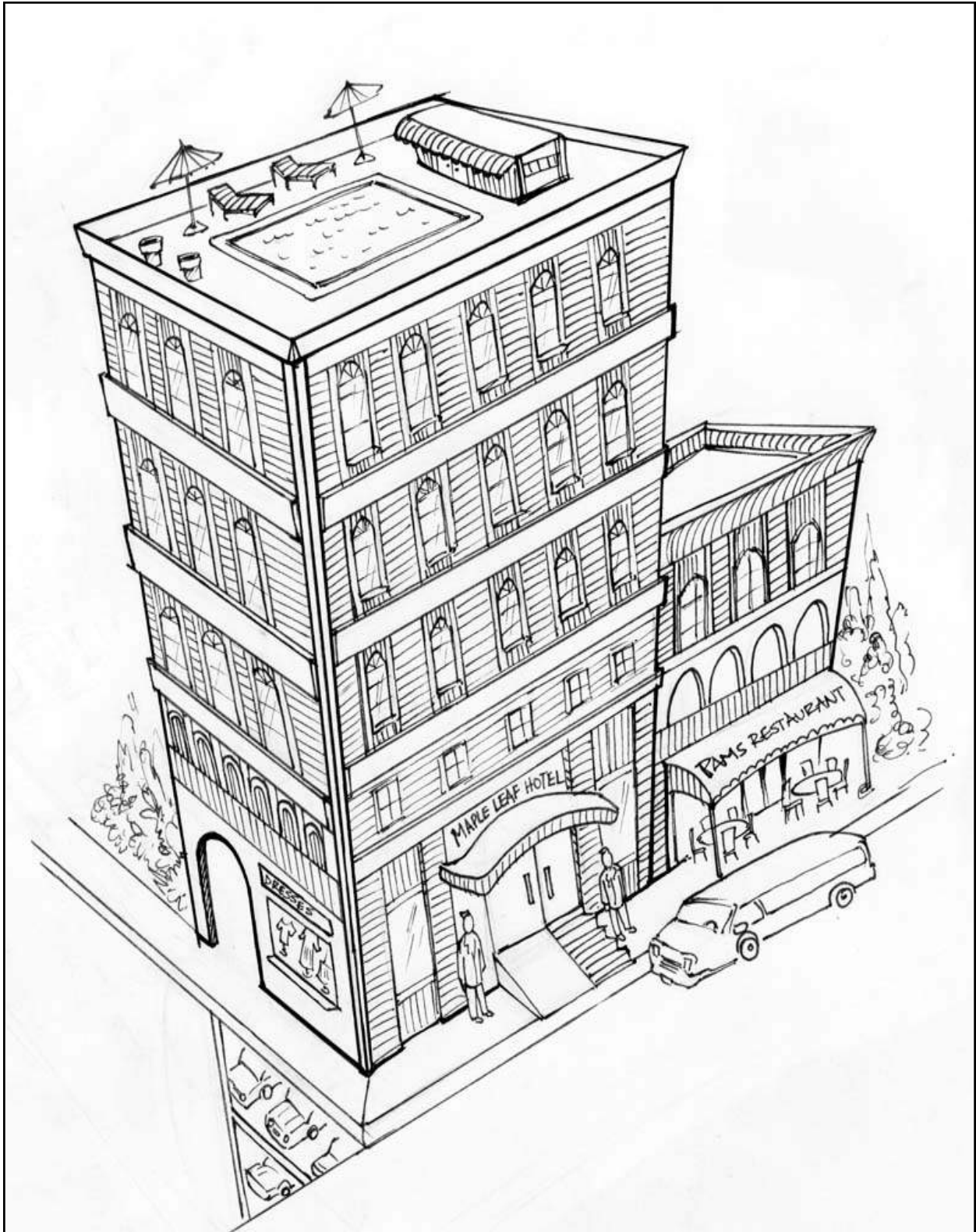
**Employee Entrance
No Access
11:30 pm to 5 am**

Ella's Hair Salon
Services available
by appointment
from 9 am to 5 pm
403-291-0333



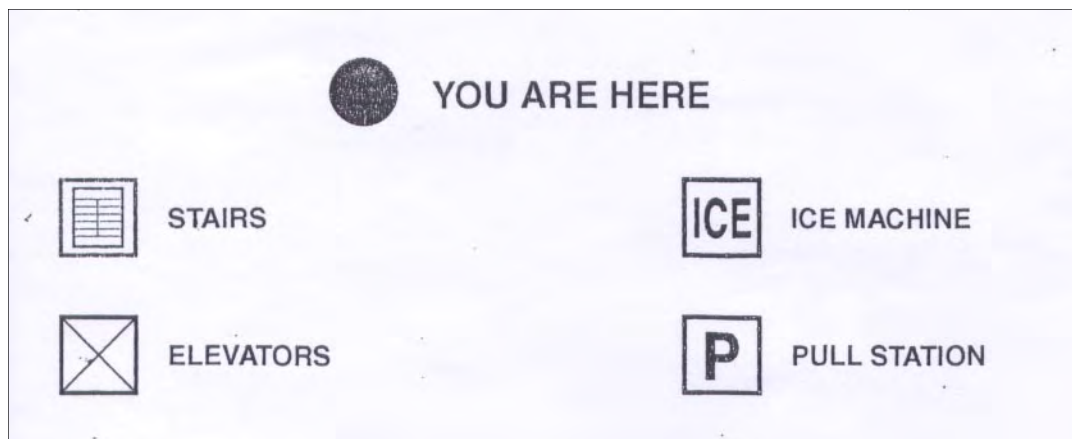
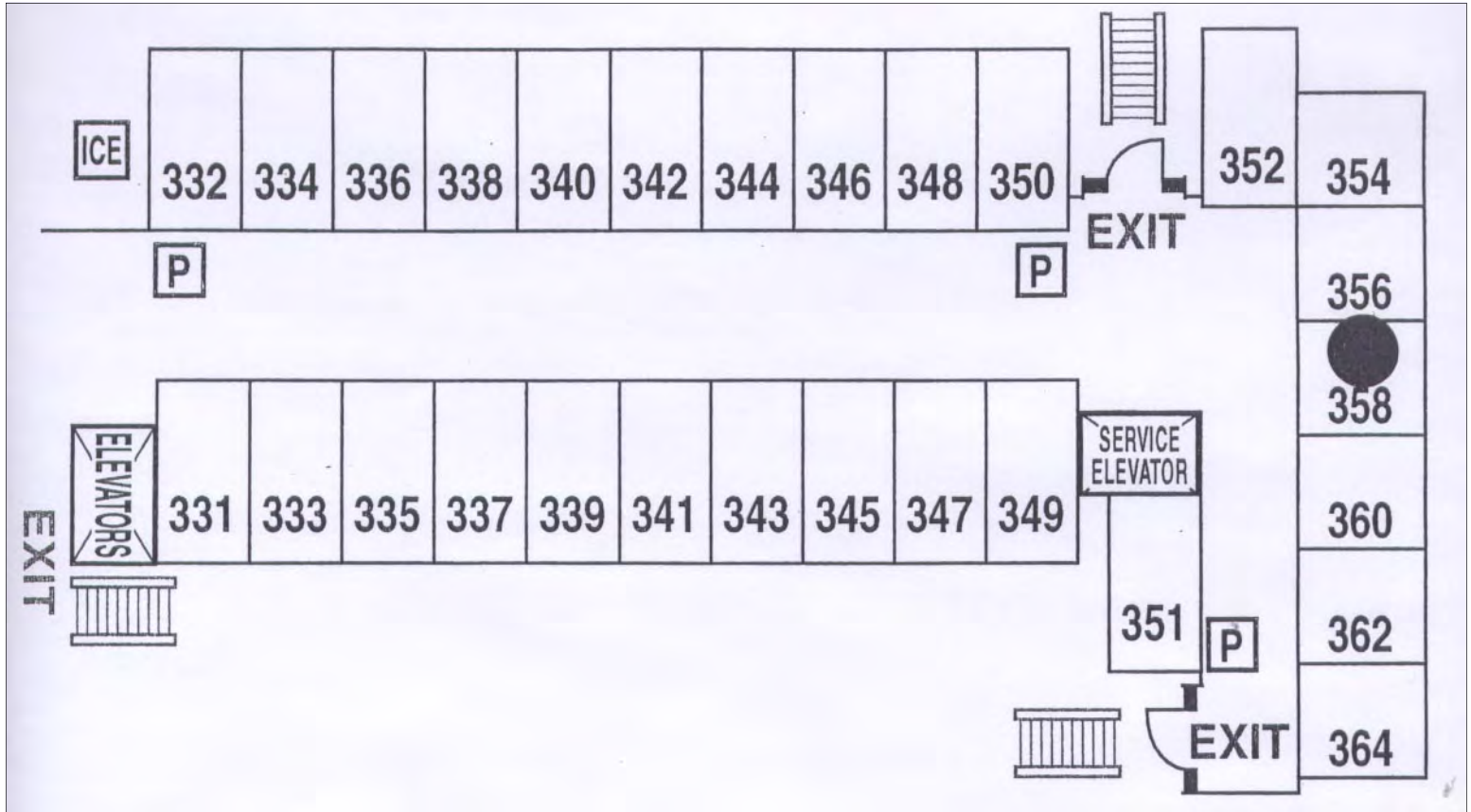
Arthur's Bar and
Lounge
12 noon—11pm
No Minors

Maple Leaf Hotel

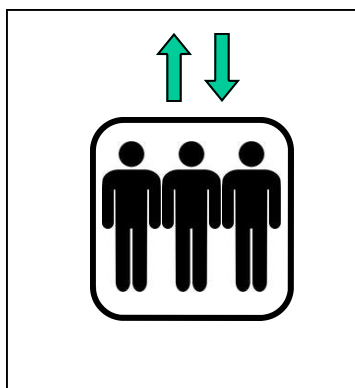
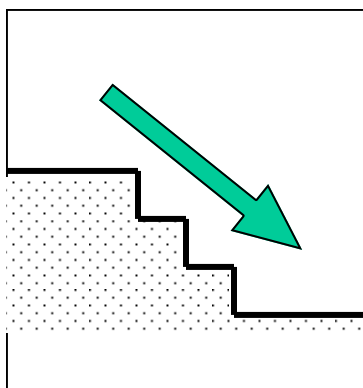
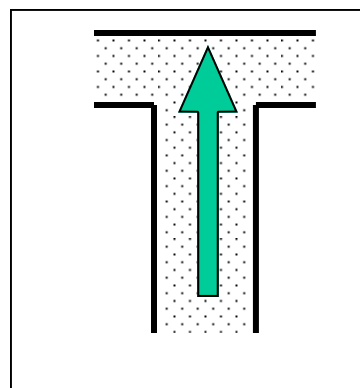
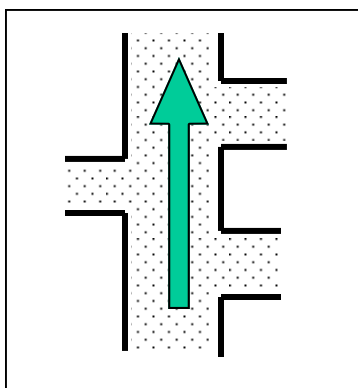
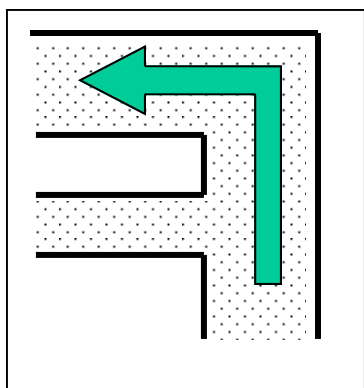
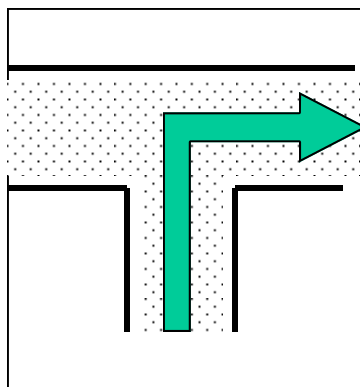
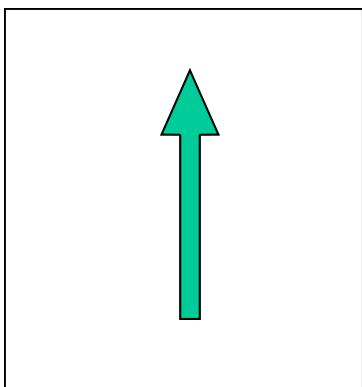


Floor plan

3rd Floor Plan:



Giving directions



Hazards



Hazards



Hazards



Hazards



Hazards



Facilities Information



Check out time is 12:00 noon

CLUB *L* OUNGE

8th Floor

**COMPLEMENTARY
DELUXE CONTINENTAL BREAKFAST**

Mon - Fri 6:30am to 9:30 am
Sat - Sun 7:30am to 10:30am

Mon - Thurs Complementary coffee is available in the Lounge throughout the day.

**COMPLEMENTARY
EVENING HORS D'OEUVRES**

Mon - Thurs 5:30pm to 8:30pm

EVENING BAR SERVICE AVAILABLE



Pop & Ice

Behind the elevator on all floors



Laundry Service

Monday - Friday (out by 9am - back at 4pm)

*Business
Centre*

Monday - Friday (8:00am - 4:30pm)

After hours (contact front desk)

9:00am - 10:00pm (access on 2nd floor)



***Fitness
Centre***

24 hour access

(main floor beside front desk)



POOL

Open 7 days a week 6:30am - 11:00pm

Facilities Information

FOOD & BEVERAGE



Open Monday to Saturday 5:30pm - 10:30pm
Sunday 5:00pm - 9:00pm

Steakhouse



Open Sunday to Thursday 6:30am - 9:00pm
Friday and Saturday 6:30am - 10:00pm

All-day restaurant



Open Monday to Saturday 11:00am - 12:30am
Sunday 3:00pm - 10:00pm

Pub



Monday - Saturday from 3:00pm - 11:00pm
Sunday from 3:00pm - 10:00pm

Lounge



Open Seven days a week 6:30am - 11:00pm

Gift Shop
