

Manual

PMS – Room Maintenance User Guide

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1. Overview

The Room Maintenance module in PMS allows staff to create, manage, and track room maintenance activities. It supports defining maintenance types and items, submitting requests, updating status through various stages, and printing maintenance records. This ensures operational efficiency and proper documentation of all maintenance tasks.

2. Create Maintenance Type

Available under **Room Maintenance > Maintenance Type**, this function allows staff to define types of maintenance with priority levels and multilingual labels.

To perform the task:

1. Select **Room Maintenance** menu
2. Select **Maintenance Type** tab
3. Click **New** to create a new type
4. Enter all required details
5. Click **+** to add new Priority Level
6. Set Priority Level to active or inactive
7. Optionally create labels in other languages
8. Click **Save** to confirm
9. To delete, check the box and click Delete

Maintenance Type Setup
✕

Maintenance Type Code *

Priority Level *

Active *

+ Language

Maintenance Type Name *

Maintenance Type Name *

Maintenance Type Name *

Note: Types configured here define classification and alert duration for each item category.

3. Create Item Maintenance

Available under Room **Maintenance > Maintenance Type**, this function lets users configure specific items related to each maintenance type, using the same form interface as type setup.

To perform the task:

1. Select **Room Maintenance** menu
2. Select **Item Maintenance** tab
3. Click **New** to create a new item
4. Enter all required details
5. Set **Priority Level** to active or inactive
6. Optionally create labels in other languages
7. Click **Save** to confirm
8. To delete, check the box and click Delete

Item Maintenance Setup
✕

Item Maintenance Code * **Active**

+ Language

Item Maintenance Name *

Item Maintenance Name *

EN

Item Maintenance Name *

TH

Item Maintenance Name *

VN

Item Maintenance Name *

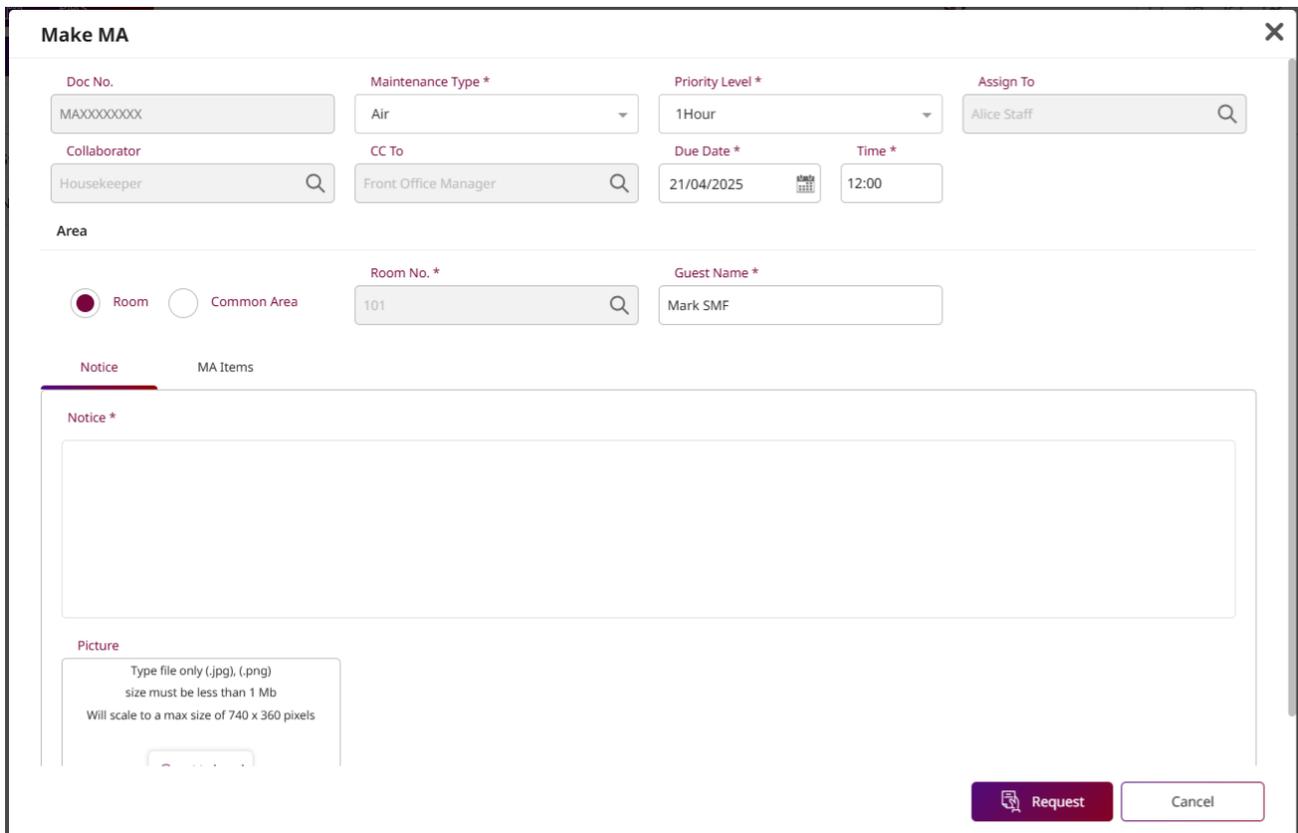
Note: Item maintenance must align with available types for system to validate during request phase.

4. Make Maintenance List

Available under **Room Maintenance > Maintenance List**, this function allows staff to file new maintenance requests, which are tracked and updated through different workflow statuses.

To perform the task:

1. Select **Room Maintenance** menu
2. Select **Maintenance List** tab
3. Click **New** to start a request
4. Enter all required details
5. Click **Request** to submit, status will be marked as 'Request'
6. To delete, check the box and click Delete
7. Click **Print** to export report



Make MA

Doc No. Maintenance Type * Priority Level * Assign To

Collaborator CC To Due Date * Time *

Area

Room Common Area Room No. * Guest Name *

Notice *

Picture

Type file only (.jpg), (.png)
 size must be less than 1 Mb
 Will scale to a max size of 740 x 360 pixels

Note: Request must include proper reason and details to avoid rejection during review.

5. Change Status

Available under **Room Maintenance > Maintenance List**, this function supports updating a maintenance request's status from Request to Assign, In Progress, Complete, or Reject depending on progress.

To perform the task:

1. Select **Room Maintenance** menu
2. Select **Maintenance List** tab
3. Click **Req No.** of the item
4. Click **Assign to** change to **Assign status**
5. Click **In Progress** to change to In Progress status
6. Click **Complete** to mark the task as done
7. Click **Reject** to mark the task as rejected

Make MA
✕

Doc No.

Maintenance Type *

Priority Level *

Assign To *

Collaborator

CC To

Due Date *

Time *

Area

Room Common Area

Room No. *

Guest Name *

Notice



Repair the mirror

Jenis Staff
04/04/2025
18:13 PM

 Request

 Assign

 In Progress

 Completed

 Reject

Cancel

Note: All actions require the Notice field to be filled in completely before changing status.