

# LOEWS HOTELS

## Annual Director of Engineering “Gold Wrench Award” Criteria

Hotel:

Date:

Employee:

Submitted by:

### Purpose:

This award is to recognize the outstanding achievements and performance provided by a Loews Hotels Director of Engineering who meets or exceeded the highest levels of overall maintenance and service. This individual must provide a consistent “ Four Diamond and More “ level of supervision to the staff, monitoring all aspects of the day to day maintenance operations, preparing reports related to department operations, staffing, and training, evaluating performance, budget planning and energy consumption recording.

### Voting Personnel:

Corporate SVP of Facilities  
Corporate Director of Engineering  
Regional VP’S of Operations  
Corporate Project Managers

### Qualifications:

- ★ Maintains Engineering Department staffing levels with minimum turnover
- ★ Meets or exceeds employee survey goals
- ★ Meets or exceeds “Mighty Maintain” Corporate PM goals
- ★ Meets or exceeds Market Metrix annual property goal.
- ★ Ensures completion to standard of all in house capital projects.
- ★ Coordinates all training programs for department personnel and conducts monthly department meetings
- ★ Provides excellent supervision and support to all Engineering department staff members.
- ★ Manages both R&M and Utility expenses to meet budget unless an unexpected equipment failure occurs.
- ★ Maintains a good working relationship with all operating departments.
- ★ Attends all required hotel meetings and promotions a positive image.
- ★ Ensures all required inspections and certifications are maintained annually on all fire and life safety equipment.
- ★ Develops all Energy Management strategies to ensure measurable performance reduction year to year.
- ★ Tracks energy performance through Energy Star Portfolio Manager
- ★ Tracks F&B covers, Guest Counts and LBs of processed linens monthly.
- ★ Maintains a Four Diamond product in both front and heart of the house areas.
- ★ Conducts or participates in monthly Green Team meetings and assists with the success of the recycling committee.
- ★ Follows all TripAdvisor “Green Partners” recycling guidelines and tracks waste reduction through Waste Revelation
- ★ Develops a monthly room call deficiency report to track and reduce the top three most frequent guest complaints.
- ★ Demonstrates a substantial improvement in the overall annual Facility Inspection Action List.