



## **Hotel - Role Play Scenario**

You are the facility manager for a prominent hotel in your city. The facility has 402 rooms, 2 restaurants and 1 bar. Your daytime staff is 25 (8 housekeepers, 2 maintenance mechanics, 1 electrician, a restaurant/bar manager, 8 restaurant and bar staff, 1 security officer, and 4 front office staff), and your evening staff is 22 (2 housekeepers, 1 maintenance mechanic, a restaurant/bar manager, 15 restaurant and bar staff, 1 security officer, and 2 front office staff). Your city is hosting the final game of a championship series and the visiting team staying in your hotel expects to be the winner.

At 6:00 p.m., their event coordinator has contacted you to buy out one of the in-hotel restaurants and have a post-game celebration starting in 2 hours (8:00 p.m.). The occupancy limit of the restaurant is 307 per fire code. You can combine it with the bar and part of the lobby fireplace area to increase capacity to 400.

- 1) How do you prepare your space, staff, and security to be able to handle the last-minute event?
- 2) What additional resources will you find necessary to ensure a successful event?



## Hotel Scenario FM Challenge A

At 10:00 p.m., a guest smoking in a non-designated area accidentally triggers the hotel's fire alarm system. The noise disrupts the celebration and causes panic.

1. What action is first and foremost on your list?
2. What resources (people, places, things or services) will be used?
3. How can we prevent or limit its occurrence or impact in the future?



## Hotel Scenario FM Challenge B

At 9:30 p.m., a guest collapses in the bar area, possibly due to intoxication or a medical condition.

1. What action is first and foremost on your list?
2. What resources (people, places, things or services) will be used?
3. How can we prevent or limit its occurrence or impact in the future?



## Hotel Scenario FM Challenge C

At 9:00 p.m., more guests arrive than anticipated, and the combined capacity of 400 is exceeded, risking a fire code violation and safety hazards.

1. What action is first and foremost on your list?
2. What resources (people, places, things or services) will be used?
3. How can we prevent or limit its occurrence or impact in the future?



## Hotel Scenario FM Challenge D

At 7:00 p.m., just as the kitchen staff starts preparing for the influx of guests, the main commercial oven breaks down. This could severely impact the speed and volume of food service.

1. What action is first and foremost on your list?
2. What resources (people, places, things or services) will be used?
3. How can we prevent or limit its occurrence or impact in the future?