



The Heart Work Engine

How Smarter Maintenance Powers Five-Star Hotel Experiences

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Hotel maintenance and engineering teams work tirelessly behind the scenes to keep rooms available, amenities operating, and brand standards elevated to create exceptional guest experiences. Their ability to anticipate issues, coordinate repairs, and keep spaces safe, clean, and comfortable makes every hotel stay feel special.

We call their dedicated, often invisible contributions “heart work” because it combines a deep care for guests’ comfort, safety, and enjoyment with the steady discipline of operational excellence.

But as hotel portfolios grow and operations become more complex, that work becomes harder to deliver consistently. Contractors can take too long to make repairs, and data-driven asset decisions are often out of reach. But with the right facilities management (FM) partner in place, maintenance and facilities teams can ensure every guest across every location feels the passion and purpose behind their work.



The Reality Behind Unforgettable Stays

Behind every five-star stay is a coordinated flow of invisible activity:

- Assets performing as expected
- Issues resolved before guests even notice
- Vendors showing up prepared and on time
- Facilities teams and providers coordinating without friction

Today, that work has to make an impact in the face of tighter margins and budgets. Hotel operators are navigating:

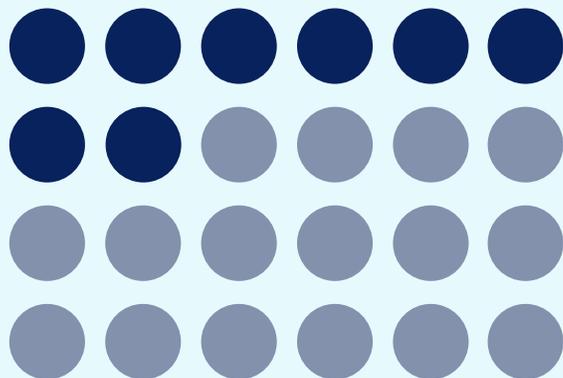
- Rising labor and service costs
- Aging assets and tighter budgets
- Higher guest expectations
- Less tolerance for downtime, delays, or visible issues

When facilities work breaks down, guests notice immediately. And they talk about it to friends, family, and followers on social media. One bad experience can compromise a hotel brand's entire reputation.

“Loyalty is all guest experience.”

Caitlin Wischermann Ornit

Vice President of Strategy
Champagne Hospitality, as told to
Sid Shetty on the *Elevating Brick
& Mortar* podcast



About one-third of hotel guest complaints relate to maintenance or property condition issues.

Source: Zoghi, F.S. (2025). Hotel performance attributes and consumer complaints in online reviews

Heart Work Needs Smarter Systems to Make a Bigger Impact

As portfolios grow and operations become more complex, effort alone isn't enough to deliver the same experience at every property, every day.

A strong provider network and a reliable hotel maintenance system from an FM partner is what gives heart work – the invisible effort that elevates the guest experience – the structure it needs to make a consistent impact for a hotel brand.

With the right FM software in place, heart work becomes:

Organized

Work orders captured, routed, and resolved in one place

Reliable

Contractors held to clear performance standards

Predictable

Preventive maintenance scheduled and tracked

Visible

Real-time insight into work, spend, and asset health

This is how engineering teams move from reactive to proactive even as the number of locations they're responsible for grows and expectations increase.

“One thing that's been consistent through the years is that it's a people business.”

Rani Gharbie

Managing Director Investment and Development, CitizenM Hotels, as told to Sid Shetty on the *Elevating Brick & Mortar* podcast



ServiceChannel helps hotels shift from reactive fixes to proactive asset management, cutting downtime by 20-30% and extending equipment life by up to 30%.



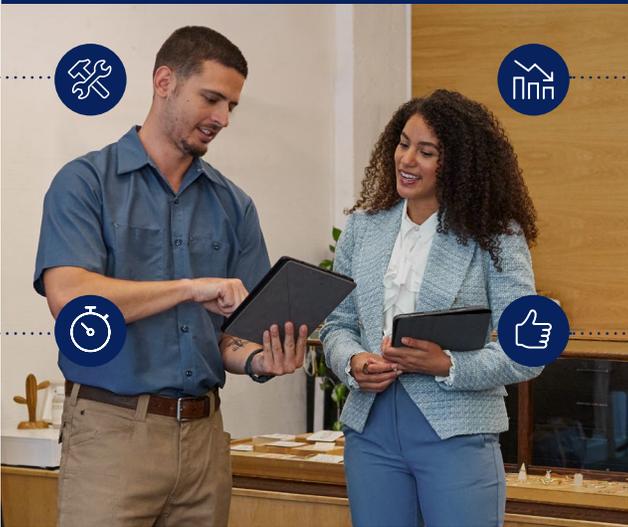
How AI supports hotel maintenance

- ✓ Repetitive tasks like work order triage, status checks, or note review can be handled automatically.
- ✓ Teams get quick summaries or signals instead of digging through long histories.
- ✓ Fewer manual touchpoints free up time for higher-value decisions.

When Heart Work Scales, the Numbers Show It

When your FM partner can support heart work, the results appear across operational, financial, and experiential KPIs.

Hotels using modern FM platforms see:



- 20-30% reductions** in emergency maintenance spend
- 12-18% lower overall facilities costs** through improved visibility and control
- Up to 30% longer asset life** with preventive maintenance programs
- Fewer out-of-order rooms and amenities**, protecting occupancy and revenue

From hotels to global luxury brands, heart work makes an impact

LOUIS VUITTON

When Louis Vuitton centralized facilities operations into a single system of record:

41
days

saved annually
through expedited
invoicing

96%
reduction

in time spent
entering work
orders

133%
increase

in contractor
check-in rates

"ServiceChannel
makes all of our
jobs easier."

Alan Donohoe

Director, Store Planning
Preservation Department

Louis Vuitton



Heart work should happen every day, for every stay

For hotel brands, the challenge is to extend the impact of heart work to consistently deliver the same elevated guest experience across every location.

An FM partner gives teams the foundation to:

Maintain brand standards
across locations

Support lean engineering teams
without burnout

Find the best providers
within budget for
maintenance and
repairs

Protect guest experience
as portfolios
grow

Guests feel the results, even if they never see intentional effort behind them.

Ready to transform hotel maintenance and create exceptional guest experiences across your hotel portfolio?

Explore how facilities teams are enhancing hotel operations to impress every guest with [ServiceChannel](#).

[Get Started](#)