

Eagle Suites Maintenance Training and Advancement Ladder

Level 1: Basic Maintenance & Property Upkeep

1. Property Inspections & Upkeep:

- Daily pick-up grounds, inspect exterior for safety hazards, cleanliness.
- Weekly inventory cleaning supplies, maintenance supplies.
- Remove shopping carts from property *daily*.
- Blow off parking lot and porches (M-W-F)
- *Performance Measurement: Regular property inspections; proactive identification of issues.*

2. Utility Awareness:

- Location of Main Utilities:
 - Water Shutoffs.
 - Electric Meters.
 - Breaker Panels.
- *Performance Measurement: Quick location and understanding of utility controls.*

3. Basic Repairs:

- Paint Touch-Ups:
 - Spackle small holes/nail holes *smoothly*.
 - Touch-up paint as needed, *matching color and finish*.
- Toilet Clogs:
 - Unclog toilet without pulling it *using appropriate tools and techniques*.
 - Knowledge of how to use a toilet rodder *safely*.
- P-Traps (sinks):
 - Know how to disconnect a P-Trap to inspect and clean out clogs in the sink drains.
 - Reassemble P-Trap *correctly without leaks*.
- Location of Sewer Cleanouts:
 - Knows how to access cleanouts *safely*.
 - Knows how to use a sewer snake to dislodge blockage *effectively*.
- *Performance Measurement: Completion of repairs; minimal damage; functional utilities.*

4. Room Preparation:

- Trashing Out Guest Rooms:
 - Removing abandoned contents from a checked-out room *following established procedures.*
 - Identifying contents of value to store temporarily *according to policy.*
- *Performance Measurement: Thoroughness of trash-out; proper handling of guest property.*

5. **Emergency Procedures Awareness:**

- Fire Panel Knowledge:
 - Knows what *NOT* to do if the fire alarm is engaged for the entire building (*Do NOT touch the panel*).
 - Knows what to do if a sprinkler head is engaged:
 - Sprinkler Stopper functions and how to install *correctly.*
 - Knows the location of pressure release valves *and how to operate them.*
- *Performance Measurement: Successful completion of fire safety quiz.*

Level 2: Intermediate Maintenance & Repairs

1. **Advanced Repairs & Upkeep:**

- Sheetrock Repair:
 - Able to cut out sheetrock as needed *cleanly and accurately.*
 - Preps sheetrock for the area, measuring and cutting as needed *precisely.*
 - Use of proper screws and tools to secure sheetrock *effectively.*
 - Knows how to Tape, Mud, and Float seams *smoothly.*
 - Sand and Texture, *properly prepping for paint.*
 - Clean up tools and work area *thoroughly.*
- Painting Large Areas or Entire Rooms:
 - Properly preps area for paint to protect other surfaces with drop cloth/ painter's tape.
 - Properly preps paint for the area: Use of stain blocker/kiltz *when necessary.*
 - Knows how to properly use painting tools *efficiently and safely.*
 - Paints area without using excess paint, avoids drips and running of the paint.
 - Cleans up the area and all tools. Stores excess paint properly to prevent dry out.

- *Performance Measurement: Quality of repairs; professional finish; efficient use of supplies.*

2. PTAC (Room Air Conditioner) Maintenance:

- Basic Filter Cleaning.
- Cleaning of Drain Pan.
- Able to reattach grill covers on interior and exterior *securely*.
- *Performance Measurement: PTAC units function efficiently after maintenance.*

Level 3: Plumbing Systems & Repairs

1. Water Leak Troubleshooting:

- Water Leaks: Sinks, Tub, and Toilets.
 - Identify source of leak
- *Performance Measurement: Quick and accurate water leak identification.*

2. Toilet Repairs:

- Checks type of toilet (backflow/regular).
 - Able to Replace Fill Valve/Flapper.
 - Replacement of Toilet Seat (round/Elongated).
 - Replace Supply Lines.
 - Pull & Replace/Reset Toilet:
 - Cleanout Old Wax Ring.
 - Inspects Flange for damage; *replace flange if needed.*
 - Install new wax ring.
 - Toilet is installed correctly: no wobbles or leaks.
 - *Performance Measurement: Functional toilets; leak-free installations.*

3. Tubs & Surrounds:

- Change out showerhead/tub spouts.
- Replace shower valves.
- Replace tub drain:
 - Proper use of plumber's putty.
 - If rusted around drain - contact supervisor for guidance.
 - Inspect tub for cracks and holes that are in need of repair:
 - Minor damage - know how to use bondo as a patch and proper painting.
 - Inspect Shower walls for damage:

- Remove old caulking if mildewed/ and properly replacing caulk.
- Caulking between tub and floor.
- Tile Surrounds in need of repair - contact supervisor for guidance.
- *Performance Measurement: Leak-free plumbing; properly sealed surrounds.*

4. Faucets:

- Replace Faucets.
- Replace Supply Lines.
- Replace basket strainer:
 - Properly apply plumber's putty.
- Clean P-Trap or Replace as needed.
- Caulking around sinks *for watertight seal.*
- *Performance Measurement: Functional faucets; leak-free seals.*

Level 4: Electrical Systems & Safety

1. Electrical Safety:

- Knowledge of Breaker locations *for emergency shutoff.*
 - Turn off breakers when doing anything with electrical.
 - Verify voltage is off with voltage meter before performing any electrical work *for safety.*
- *Performance Measurement: Demonstrated electrical safety knowledge.*

2. Basic Electrical Repairs:

- Knowledge of Replacing basic light fixtures, vent hoods or outlets.
 - Follow correct wiring procedures
- Replace/reconnect smoke detectors.
- Replace broken/missing plate covers on outlets/switches.
- *Performance Measurement: Functioning electrical systems; safety compliance.*

Level 5: Advanced PTAC & HVAC Systems

1. PTAC Systems:

- Basic Maintenance: Clean Filter/Clean Drain Pan and Drain Hose. Inspecting drain pan for holes/leaks.
- Change Display.
- Check capacitor and repair if needed.
- Clean or Replace Thermostat.

- Replace Grill Cover on Interior and Exterior.
- Replace power cord.
- Replace PTAC plug 220V - following Electrical repair practices *with appropriate safety measures*.
- Clean Coils on PTACs.
- Replace PTAC if/when needed.
- *Performance Measurement: Efficient PTAC operation; reduced energy consumption.*

2. Central HVAC (If Applicable):

- Replace Filters Monthly.
- Clean out Condensing Lines.
- Clean A Coil.
- Clean Condensing Coils.
- Replace Fan Motor.
- Replace Thermostat.
- *Performance Measurement: Efficient HVAC operation; consistent climate control.*

Level 6: Fire Panels & Suppression Systems

1. Emergency System Knowledge:

- Can read panel to troubleshoot problems *and identify causes of alarms*.
 - Knowledge of how to reset panel after repairs have been made.
 - Will need to perform when replacing or reinstalling smoke detectors.
- *Do NOT Touch anything on panel if ALL building is under alarm and Fire Department has been dispatched.*
- Sprinkler Heads - *Do NOT attempt repairs on sprinkler heads*.
 - If a sprinkler has been engaged, use proper tools to minimize water damage *effectively*.
 - Know where the pressure release valve is and how it operates.
 - Call supervisor on sprinkler heads that require replacement.
- Wired Smoke Detectors:
 - It's not a one size fits all, make sure you are installing the correct smoke for the property *following codes*.
 - Wire the smoke up correctly. Check panel/reset panel to clear troubles.
 - If troubles persist - contact supervisor for guidance.

- *Performance Measurement: Proper function of fire suppression/detection systems.*