

How a Technician Enters a Room

My answer: the guest who watches is not a nuisance — they are an opportunity with conditions. You welcome them naturally (“of course, stay — I’ll talk you through it”), you explain what you’re doing in plain language (curiosity that is attended to builds trust) and you use it for the fine diagnosis: nobody knows that room’s symptoms better than the person who sleeps in it. “How long has it been making that noise? Only at night?” — the guest is your best work order.

What you handle with tact: the conversation can’t make the repair take twice as long or distract you from the delicate part. The formula is attention in bursts — you work, you comment, you work — and if the chat gets out of hand, the friendly close: “let me finish this in five minutes and it’ll be perfect.”

And what you never do: give opinions about the hotel or the state of the installation (“everything here is old” is sabotaging your own house), diagnose catastrophes out loud, accept tips to “take a quick look at something else” outside the work order without logging it, or let closeness lower the protocol: their belongings remain untouchable even when the guest is right there inviting you to be at ease. The guest’s friendliness doesn’t replace your method — it should ring a bell from lesson 11, and in maintenance it counts double.