

The Round That Prevents the Complaint

My 20-minute round, in sensory layers. The eyes (minutes 1-12, on the move): blown or flickering lights, new damp stains — the new stain is the queen of the round: today it's a ring, by Friday it's a leak — doors that don't close on the first try, grout and silicone in the public restrooms, wobbly or splintered furniture in walkways. The ears (the whole route): the hum that wasn't there yesterday, the compressor that kicks in more often than it should, the squeaking door, the drip behind a partition wall. The nose (elevators, windowless corridors, technical rooms): damp, electrical burning, drains. Your sense of smell detects breakdowns you can't see yet.

And the notebook (the final minutes): everything you caught, however minor, goes into a work order with its exact location and its urgency. A round that isn't written down is a stroll; one that is written down is predictive maintenance without a budget.

The touch of craft: you do the round greeting people. A visible, friendly and attentive technician in the common areas is also the hotel's presence — and more than once the guest who passes you will hand you the best work order of the day: "excuse me, there's a light flickering in my corridor." Listen to it like gold: they've just done your round for free.