What is your role and functions?

Head of Maintenance and Technical Services of the hotel. The day begins with a morning meeting to analyse the work pending and occurred in the previous shifts; as well as the organization and planning of preventive work.

Room maintenance, machine inspections, room temperature and common areas. Attention of notices that both clients and hotel staff transmit to us through our Empower platform.

We also take care of the staff in the kitchen: maintenance of ovens, stoves, cold rooms or troubleshooting, among others. It is the least visible area of the hotel.

Another important part of the hotel maintenance is the common areas: galleries, access, rooms, lobby and receptions. The resolution of incidents and scheduled tasks are performed during the assigned shifts. Check list of inspections such as review of the general condition of the rooms such as door closures, security systems, electrical outlets, lighting, painting, paper condition ... and a long etcetera are carried out.

Another important part of the hotel maintenance is the common areas: galleries, access, rooms, lobby and receptions. The resolution of incidents and scheduled tasks are performed during the assigned shifts. Check list of inspections such as review of the general condition of the rooms such as door closures, security systems, electrical outlets, lighting, painting, paper condition ... and a long etcetera are carried out.

Another important part of the hotel maintenance is the common areas: galleries, access, rooms, lobby and receptions. The resolution of incidents and scheduled tasks are performed during the assigned shifts. Check list of inspections such as review of the general condition of the rooms such as door closures, security systems, electrical outlets, lighting, painting, paper condition ... and a long etcetera are carried out.
The status of each of them is determined to proceed with their review and / or replacement, as well as the breakdowns that may have happened during the celebration of an event or congress. The guidelines for the repair of everything necessary are given immediately.

Besides, calls and notices of various kinds are answered, such as requests for temperature regulation of the meeting room and even everything related to its own condition as comfort or different handling of the equipment installed in the rooms.

**At a technological level, have advances in your department also been incorporated?**

Last year there was a progressive change of lighting in parking and common areas. The old fluorescence of the hotel has also been replaced by LED technology in addition to the lighting of the spaces intelligently through the most modern mechanisms of control and domotization of spaces.

The installed technology allows the LED remains at 10% on until it detects a movement. As soon as you detect it, increase the intensity to 100%. This means cost savings and reduces our carbon footprint by consuming less energy.

“**The old fluorescence of the hotel has also been replaced by LED technology.**”
How are you working on sustainability and efficiency in the department?

In the last two years, an approach to improvements focused on reducing the consumption of light, water and gas, as well as improving energy efficiency, has been carried out.

With the air conditioning we have implemented an efficient ignition system to significantly reduce derivative consumption. In this way, we can give a better response in terms of comfort in spaces dedicated to events, congresses, as well as in rooms and common areas. These times and adapted technologies translate into energy savings and this in turn into a lower emission.

All the incandescent bulbs have been changed by LED technology that allows an added value: their regulation, creating more welcoming spaces according to the type of event. From lowering the intensity of the light or turning off scenes to have the possibility to adapt the colours to the needs of the client. In this way we achieve a multifunctional, attractive, cozy and dynamic space.

Upcoming challenges?

The next projects continue in the line of the progressive reduction of the consumptions with an optimization of the machinery responsible for them, especially in the cold rooms and of air conditioning that suppose almost 65% of the total consumption of the hotel. There are already proposals for renovation of the mentioned devices incorporating eco-efficient
Another challenge is the gradual reduction of water consumption through a technology capable of optimizing and minimizing this expense with a simple installation in the devices themselves such as the faucet or shower heads.

All focused on the renovation of the machinery, the reduction of consumption and the awareness of all hotel staff to be more conscious of eco-efficiency and sustainability.

**What is Madrid Marriott Auditorium Hotel & Conference Center for you?**

For me, it is a great city where everything is possible. Cozy and functional, there are small jewels that make you feel at home. It is an opportunity with a huge range of possibilities where imagination has no limits and any type of project is viable.

**How do you imagine it in a few years?**

I imagine as one of the reference hotels both in technology as well as organization of events. We are investing a lot in quality of service, provision of them and technology. It is one of the bets of all the departments that form this great hotel. Trying to be a reference in the sector.

**Regarding the department. How is the relationship between you?**

We are like a small big family. We are one of the most numerous departments together with Food and Beverage. We are the pineapple under the sea. We work in the shade so that everyone feels comfortable and we can achieve all their needs. You see the work you do, but not the person who does it.

**How do you organize yourself in a time of crisis?**

Communication is the basis. Understanding between associates and personal relationships are key. All in one.

**How would you define Madrid Marriott Auditorium in three words?**

aEfficiency, dedication and dynamism.