

The Franklin City Hotel

Workload evidence, protected aggregates, calibration, support route, and data rights
Urban full-service | September 18-20, 2026 | Record CQH-0918-URBAN

DECISION TYPE	Rate + capacity
APPROVAL	Approved with conditions
AUTHORITY	General manager
DUE	September 17, 2026 at 2:15 PM

ROLE CALL

Add rooms leadership coverage and run manager-team calibration.
Keep direct feedback aggregate only.

Pressure routes support. It never ranks a worker or informs discipline, termination, compensation, promotion, health, loyalty, or protected-class inference.

PROTECTION GATE 74% support required	SCHEDULE 72% elevated strain	RESPONSES 17 / 5 aggregate available	LARGEST GAP -23 pts voice + recovery
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BLOCKER, WARNING, AND LEVER

What changes the call

STATE	SIGNAL AND REASON	OWNER
BLOCKER	Arrival-wave coverage Three short turns, two long shifts, and concentrated coverage require added leadership before release.	Director of Rooms
WARNING	Manager-team perception gap Voice and recovery are 23 points lower in the qualifying team aggregate than manager estimates.	Manager + People
LEVER	Support plan, not a score Change coverage, recovery, tools, training, role clarity, and manager support with a named owner.	People support

ROLE ACTION REGISTER

Owner, action, due, state

OWNER	ACTION	DUE	STATE
Director of Rooms	Add arrival-wave leadership coverage.	Before schedule post	Open
Scheduler	Remove avoidable short-turn exposure.	Before schedule post	Open
People partner	Facilitate manager-team calibration.	Within 7 days	Pending
Data owner	Apply 30-day retention and deletion rule.	At expiry	Pending

APPROVE ONLY IF Owner, due time, completion evidence, 5-response minimum, allowed purpose, access boundary, retention, and deletion rule are visible.	HOLD WHEN Response floor or source rule fails; a route could identify a respondent; data may influence an adverse employment decision; an owner is missing.
NEXT HANDOFF Only aggregate support conditions and the approved action return to the operating record. No individual response, comment, or inferred trait travels.	ACTUALS RULE Close coverage delivered, protected breaks and recovery, schedule change, training or tools supplied, support action completion, and aggregate recheck where appropriate.

RELEASE CONTROL

Why, who, evidence, and override

WHY THIS CALL Three short turns, two long shifts, and concentrated coverage require added leadership before release.	RELEASE OWNER General manager Due September 17, 2026 at 2:15 PM	EVIDENCE ANCHOR Arrival-wave coverage
OVERRIDE CONTROL Written reason, named authority, and source reference required.	OPEN FACTS Final revised coverage plan; Manager-team calibration disposition	RECORD STATE Approved with conditions hotel-os-1.0

Operating evidence and closeout

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OPERATING EVIDENCE

Current value and role read

AREA	CURRENT EVIDENCE	OPERATING READ
Schedule	28 people; 228 hours; 12 hours need OT review.	Source is reviewed labor data.
Rest	3 short turns; 2 long shifts; maximum 6 consecutive days.	Support pressure, not performance.
Responses	17 qualifying responses; configurable floor 5.	Aggregate feedback is available.
Team	Voice 61%; fairness 68%; recognition 64%; recovery 55%; stability 59%.	Group-level support conditions only.
Manager	Voice 84%; fairness 80%; recovery 78%.	Estimates are calibration inputs.
Route	Owner: Director of Rooms; due 12 hours; evidence: revised coverage plan.	Close the support action visibly.

FOUR PROTECTED INSTRUMENTS

Purpose-limited collection

INSTRUMENT	WHEN	WHAT IT CAN CHANGE	DATA RULE
Shift load check	Before release	Coverage, rest, tools, manager support	Schedule evidence; no morale inference
Peak closeout	After pressure window	Recovery, role clarity, equipment, support	Qualifying aggregate only
Monthly climate	30-day cadence	Voice, fairness, recognition, stability	Qualifying aggregate only
Manager calibration	After aggregate	Conversation and corrective plan	Gap is not a score

MANAGER-TEAM COMPARISON

Qualifying aggregate only

SUPPORT CONDITION	TEAM AGGREGATE	MANAGER ESTIMATE	GAP	ROUTE
Voice / input	61%	84%	-23	Calibration required
Fairness	68%	80%	-12	Monitor and discuss
Recovery	55%	78%	-23	Corrective support plan

SOURCE STATUS

State and permitted use

SOURCE	STATE	AS OF	USE
Labor schedule	Reviewed	08:50	People, hours, rest
Shift load check	Reviewed	Current	Schedule conditions
Monthly climate	Reviewed	30 days	Qualifying aggregate
Manager calibration	Manual	Current	Manager estimates
Response gate	System	Current	17 responses / floor 5
Retention	Manual	30 days	Deletion rule

MISSING AND PENDING FACTS

No silent completion

MISSING OR PENDING FACT	DECISION EFFECT
Final revised coverage plan	Keep visible. Do not infer completion or silently fill the fact.
Manager-team calibration disposition	Keep visible. Do not infer completion or silently fill the fact.
Support action completion evidence	Keep visible. Do not infer completion or silently fill the fact.

People support governance and closeout

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ACTUALS AND CLOSEOUT OBLIGATION

Fields this role must return

COVERAGE Leader and schedule change	REST Short-turn resolution	RECOVERY Protected break and recovery
SUPPORT Tools, training, role clarity	DATA Retention and deletion	REVIEW Aggregate recheck only if appropriate

SUPPORT ROUTE AND ACCOUNTABILITY

Trigger to closure evidence

TRIGGER	ACCOUNTABLE OWNER	DUE	CLOSURE EVIDENCE
Arrival-wave coverage	Director of Rooms	12 hours	Revised coverage plan and named floor leadership
Short turn or long shift	Scheduler + operations	Before schedule post	Revised roster, rest check, and exception owner
Manager-team gap of 15+ points	People partner + manager	Within 7 days	Calibration record and corrective support action
Retention expiry	Data owner	Day 30	Deletion event and retained aggregate record

DATA RIGHTS AND BLOCKED USES

Role-specific access boundary

ROLE	MAY RECEIVE	BLOCKED
Hotel leader	Qualifying aggregate, route state, accountable action, and closure evidence	Individual response, comment, identity inference, or worker rank
Line manager	Qualifying aggregate and calibration prompt	Respondent list, raw comments, or adverse-use recommendation
People / data custodian	Threshold status, retention state, deletion duty, and support route	Commercial release authority or automated employment decision
Worker	Purpose, collection window, response floor, access rule, retention, and support route	Covert reuse or undisclosed inference

AGGREGATE CONTROLS

Threshold, suppression, and reopen rule

RESPONSE FLOOR	Configurable, never below 5. Current floor: 5; qualifying responses: 17.
SUPPRESSION	If the source is not reviewed or responses fall below the floor, the aggregate is unavailable and no gap is calculated.
REOPEN RULE	A missed due time, changed schedule, access breach, or stale evidence reopens the route and requires a new audit event.

ROLE BOUNDARY	Blocked: individual ranking, discipline, termination, compensation, promotion, health, loyalty, intent, or protected-class inference.
AUDIT STATE	Approval Approved with conditions; authority General manager; method hotel-os-1.0; generated 2026-08-31 15:34.
METHOD BASIS	Hotel finance and revenue measures align to STR/CoStar terminology and HFTP USALI 12. Displacement follows HSMAI practice. People safeguards apply response thresholds, purpose limitation, and no adverse employment use.