

The Franklin City Hotel

Arrival readiness, housekeeping, front desk, and room release
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

Protect 11 priority arrivals and publish room-level exceptions before general release.

A generic clean-room count is not enough. Room type, guest context, timing, and verified asset release travel together.

DEPARTURES 62 turn workload	STAYOVERS 91 service load	PRIORITY ROOMS 11 by 2:00 PM	OOO ROOMS 3 inside inventory
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BLOCKER, WARNING, AND LEVER

What changes the call

STATE	SIGNAL AND REASON	OWNER
BLOCKER	Ready-room release curve The current cleaning sequence reaches required inventory too close to the arrival wave.	Director of Rooms
WARNING	Leadership and short turns Three short turns and a leadership coverage gap can delay decisions and recovery.	Rooms + People
LEVER	Priority sequencing Sequence promised room types and guest contexts before general inventory, with room-level engineering evidence.	Rooms

ROLE ACTION REGISTER

Owner, action, due, state

OWNER	ACTION	DUE	STATE
Housekeeping	Sequence 11 priority rooms and publish blockers.	12:30 PM	Open
Engineering	Return room-level test and release evidence.	1:30 PM	Open
Front desk	Pre-block arrivals and recovery options.	1:45 PM	Ready
Rooms lead	Sign readiness checkpoint and exception list.	2:00 PM	Pending

APPROVE ONLY IF	Priority rooms, leadership coverage, linen and supplies, front-desk assignments, and verified engineering releases cover the arrival curve.	HOLD WHEN	Arrival-ready inventory misses the curve; a promised type is unavailable; a room returns without verification; recovery ownership is unclear.
NEXT HANDOFF	Readiness and exception state to GM and Revenue; room-level arrival and recovery list to front desk.	ACTUALS RULE	Close ready-room time, turn and stayover hours, re-cleans, room moves, OOO releases, guest issues, and recovery actions.

RELEASE CONTROL

Why, who, evidence, and override

WHY THIS CALL The current cleaning sequence reaches required inventory too close to the arrival wave.	RELEASE OWNER General manager Due September 17, 2026 at 2:15 PM	EVIDENCE ANCHOR Ready-room release curve
OVERRIDE CONTROL Written reason, named authority, and source reference required.	OPEN FACTS Final 11-room priority list sign-off; Added arrival-wave leadership assignment	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
Workload	62 checkouts at 34 minutes; 91 stayovers at 17 minutes.	Turn and service load remain separate.
Capacity	118 housekeeping hours; supplies 92%; leadership 78%.	Leadership is the softer condition.
Arrival	11 priority rooms before a concentrated 2:30-5:30 PM wave.	Sequence by guest promise.
Front desk	Recovery readiness 86%; 3-room walk exposure.	One recovery authority is named.
Engineering	3 OOO rooms; 1 premium HVAC repair on critical path.	No release without room-level verification.
People	Schedule protection 72%; support route open.	Coverage change is operational support only.

SOURCE STATUS

State and permitted use

SOURCE	STATE	AS OF	USE
PMS	Imported	09:20	Arrivals, room type, inventory
HK board	Reviewed	09:12	Turns and room status
Labor	Reviewed	08:50	Coverage and hours
CMMS	Reviewed	09:10	OOO and repair
Guest	Reviewed	Prior 30 days	Recovery patterns
Supplies	Manual	08:40	Linen and amenity state

MISSING AND PENDING FACTS

No silent completion

MISSING OR PENDING FACT	DECISION EFFECT
Final 11-room priority list sign-off	Keep visible. Do not infer completion or silently fill the fact.
Added arrival-wave leadership assignment	Keep visible. Do not infer completion or silently fill the fact.
Premium HVAC room test result	Keep visible. Do not infer completion or silently fill the fact.

ACTUALS AND CLOSEOUT OBLIGATION

Fields this role must return

READINESS First and final ready-room time	HOUSEKEEPING Turn, stayover, re-clean hours	FRONT DESK Wait, move, walk, recovery
ENGINEERING OOO release and recurrence	PEOPLE Coverage action completion	GUEST Issues and service recovery

ROLE BOUNDARY	Rooms receives group workload and aggregate support actions, not individual survey responses or owner-only financial assumptions.
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 HSMAl practice. People safeguards apply response thresholds, purpose limitation, and no adverse employment use.