

Maintenance Requests

EMERGENCIES

All emergencies should be reported via **E-Call: TAMPA (813-406-0065) | ORLANDO (407-801-2746)**
An emergency is anything that directly affects us taking care of guests or if you have equipment down that is needed to allow you to run your business properly.

Examples of Priority Calls:

Coffee and espresso machines malfunctioning, ovens or toasters not working properly, grills down, coolers down, etc.

AFTER calling the E-Call number with your emergency, follow up with an **EMAIL** to:

REPAIR TAMPA (repair.tampa@covelli.com) | **REPAIR ORLANDO** (repair.orlando@covelli.com) restating what is in need of repair.

ALWAYS copy your Director and Ed Gursky.

If you are not sure if you have an emergency, call the emergency number to clarify or receive guidance and follow up with an EMAIL so it can be placed on your maintenance list if needed.

NON-EMERGENCIES

All other issues should be reported by **EMAIL** to **REPAIR TAMPA** (repair.tampa@covelli.com) | **REPAIR ORLANDO** (repair.orlando@covelli.com)

CC your Director and Ed Gursky on all emails.

Examples: Leaking drains, tile work, painting, etc.

Be Specific: Where are the leaking drains, what tiles/how many, where is the chipped paint, etc.

IF ITEMS ARE NOT CORRECTED IN A TIMELY MANNER RESEND THE EMAIL AND ASK FOR ETA

VENDORS

ANY CALLS TO OUTSIDE VENDORS WILL BE DECIDED BY ED GURSKY AFTER ALL INFORMATION IS COLLECTED ON ISSUES WITH EQUIPMENT!

You can contact the following vendors:

Swisher (Dishwasher Emergency: 877-779-4743), *Aramark* (800-226-4272),
and *Pepsi* (877-386-4567)

ANY other vendors need to go through Ed Gursky.

LIGHTBULBS

Please note that all **LIGHTBULB** orders are to be sent to will.cockrell@gexpro.com!

Be Specific: Use your **Lightbulb Order Guide** (Found on the **Covelli Webpage**)!

How many lightbulbs, what kind, etc.

Your maintenance lists are on the **Covelli Webpage**. Please print the updated list **every Friday** and have it posted on your communication board.

Email any adds/deletions **immediately** after receiving the updated list.

If there are any issues with techs or quality of work, notify Ed and he will address the issue.

Ed Gursky: 407-929-3190 | ed.gursky@covelli.com