



Gerenciamento de Facilities na Hotelaria (Portuguese Edition)

Gustavo Bueno Gomes

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Quando os equipamentos começam a dar pane, um atrás do outro, é comum pôr a culpa nos fabricantes ou até mesmo em forças ocultas, quando, na verdade, faltaram planejamento, cuidado e manutenção. Este livro, apesar de destinado ao público hoteleiro e de facilities, pode servir a todos, por demonstrar que, no final das contas, os culpados por essas falhas – que saem mais caras do que deveriam – muitas vezes somos nós mesmos, os gestores.

O autor, Gustavo Bueno Gomes, aponta, com muita propriedade, a importância do gerenciamento de facilities para a condução eficiente dos negócios, desde as decisões estratégicas sobre o projeto do empreendimento até a manutenção dos utensílios no dia a dia operacional.

Facilities é um trabalho de estratégia e execução, que põe em funcionamento – ao menor custo possível – tudo o que dá conforto e condições de trabalho a quem frequenta as dependências de qualquer organização, do cliente ao funcionário, a começar por ar condicionado, água, iluminação, energia elétrica, móveis, segurança, limpeza, transportes, serviços de alimentação e viagens, dentre uma quantidade enorme de itens.

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