



STANDARD OPERATING PROCEDURE

# Guest Elevator Malfunction

## DESCRIPTION

If the guest elevator is stuck on a floor or unresponsive, follow these steps:

## PROCEDURE:

1. The **event manager or supervisor** will contact the Operations Manager.
2. The Operations Manager will then place an emergency call to White Castle and or Schindler Elevator Services to come to The Fives and address the issue asap.
3. **Inform Guests of Alternative Options**
  - Guests may use the **stairs** to access their floor.
  - Guests may also use the **staff elevator** but note: **the staff elevator does not stop at the Gallery (2nd floor)**. To reach the Gallery, guests must use the stairs.
4. **Elevator Use by Event Staff**
  - During the event, staff should use the **staff elevator**.
  - If large items need to be moved and the guest elevator must be used, use the **independent mode key**:
    - The key is located **on the back of the office door**.
    - Insert the key into the **bottom right slot** in the elevator control panel.
    - When in **independent mode**, the elevator will not respond to calls from other floors and will remain open on the selected floor.

Revisions		
REVISION DATE	WHO (INITIALS)	NOTES
7/25/2025	PS	Documented Process
8/7/2025	MM	Modified process

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