Audit Report for Audit ID - AU0081-1 <u>Housekeeping Audit</u>

Audit Score 67/100

Details

Audit	AU0081
Scheduled Audit	AU0081-1
Location	Hyderabad
Hotel	GreenPark Hotel- GPH
Department	House Keeping
Checklist	Housekeeping Audit
Audit Type	Internal
Auditor	Uday Bhasker Reddy
Start Date	01-08-2017
End Date	30-08-2017
Submitted Date	03-02-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	277
Chronic Issues	2

Comparison

GREENPARK HOTEL- GPH HOUSEKEEPING AUDIT

HOUSEKEEPING AUDIT		Aug 2017	VARIANCE	% of Increase /
S.No	Sections	SCORE OBTAINED		Decrease (-/ +)
1	Public Area	78	-	-
2	Procedures	62	-	-
3	Rest Rooms	63	-	-
4	Gloss Level	59	-	-
5	Linen and Laundry	72	-	-
6	Contractual Service	69	-	-
7	Records	67	-	-
8	Floors - Guest Rooms	62	-	-
	Audit Score	67	-	-

•	80-100 = Green	Good / Excellent
	61-79 = Yellow	Average
-	60 below is Red	Poor / Fair

Non-Compliance

Section: Public Area **Subsection:** LOBBY

1: Ceiling. NC



2: AC grills/Exhaust. NC



3: Walls. NC



4: Floor. NC



5: Furniture. NC



6: Upholstery. NC



7: Accessories. NC



8: Brass/Copper. NC



9: Window panes/Ledges. NC



Section: Public Area **Subsection:** OUT

1: Fabric. NC



2: Floor. NC



3: Accessories. NC



Section: Public Area **Subsection:** CHANCERY

1: Doors NC



2: Ceiling. NC
No

3: Walls. NC
No

4: Floor. NC No

Section: Public Area
Subsection: RESIDENCY

1: Panels. NC No

2: Fabric. NC No

3: Dusting. NC No

4: Accessories. NC No

Section: Public Area Subsection: TULIPS

1: Doors NC No

2: Signage's NC No

3: Walls. NC No

4: Panels. NC No

5: Floor. NC No

Section: Public Area

Subsection: MUSTANG BAR

1: AC grills/Exhaust. NC No

2: Walls. NC No

3:	Upholstery.	NC
	● No	

Section: Public Area

Subsection: CONSULATE

- 1: Doors NC No
- 2: Fabric. NC No
- 3: Floor. NC
- 4: Upholstery. NC No

Section: Public Area

Subsection: OUT OF THE BOX

- 1: Floor. NC No
- 2: Skirting. NC

Section: Public Area **Subsection:** SENATE

- 1: Floor. NC No
- 2: Accessories. NC No

Section: Procedures

Subsection: GUEST ROOMS

- 1: Bathroom linen standardization. **NC** Rating: 5
- 2: Tea /coffee making facility in the room. **NC** Rating: 6
- 3: Housekeeping Machines. NC Rating: 6
- 4: Carpets. NC Rating: 0

 Standardized in room items. NC Rating: 0

- 6: Specification of cleaning chemicals. **NC** Rating: 0
- 7: Standardized bed linen / mattress / foundation. NC Rating: 0
- 8: Standardization of par levels for room linen and table linen. NC Rating: 0
- Measurable instruments for quality / standards measurements.
 Rating: 0

Section: Rest Rooms

Subsection: GENTS TOILET

- 1: Taps. NC No
- 2: Maintenance. NC No
- 3: Smell. NC
- 4: Floor. NC
- 5: Tiles. NC No
- 6: Basin. NC
- 7: Mirror NC No
- 8: Soap /Supplies NC No

Section: Rest Rooms

Subsection: LADIES LOCKER

1: Maintenance. NC No

2: Floor. NC

3: Tiles. NC

4: Mirror NC



5: Exhaust NC



Section: Rest Rooms

Subsection: LOBBY GENTS REST ROOM

1: Maintenance. NC



2: Smell. NC



3: Tiles. NC



Section: Rest Rooms

Subsection: LOBBY LADIES REST ROOM

1: Maintenance. NC



2: W/C NC



Section: Rest Rooms

Subsection: BANQUET GENTS REST ROOM

1: Taps. NC



2: Maintenance. NC



3: W/C NC



Section: Rest Rooms

Subsection: BANQUET LADIES REST ROOM

1: Taps. NC



2: Smell. NC



3: W/C NC No

Section: Rest Rooms

Subsection: EXECUTIVES GENTS LOCKER

1: Taps. NC No

2: Maintenance. NC

No

3: Tiles. NC



4: Soap /Supplies NC



5: Door /Walls / Ceiling NC



Section: Rest Rooms

Subsection: CHANCERY GENTS

1: Taps. NC No



2: Floor. NC



3: W/C NC



4: Basin. NC



5: Mirror NC



6: Exhaust NC



7: Mattress / Other yhings NC



Section: Rest Rooms

Subsection: OTB LADIES REST ROOM

1: Smell. NC



2: Soap /Supplies NC No
3: Exhaust NC No
4: Mattress / Other yhings NC No
Section: Rest Rooms Subsection: OTB GENTS REST ROOM
1: Smell. NC No
2: Door /Walls / Ceiling NC No
3: Urinal. NC No
Section: Floors - Guest Rooms Subsection: 251
1: UPHOLSTRY\CURTAINS NC No
2: TV\TEL\AC. NC No
3: SUPP\STATIONERY. NC No
Section: Floors - Guest Rooms Subsection: 335
1: Walls/ Photo Frames NC No
2: Floor NC No
3: WINDOW PANE \ LEDGES NC No
4: BED LINEN. NC No
5: UPHOLSTRY\CURTAINS NC No

	Croon rain Corporato mat	are roun
6: MAINTENANCE NC No		
7: DUSTING NC No		
8: GUEST BATHROOMS. NC No		
9: FLOORS. NC No		
10: BATHTUB\WC. NC No		
11: WASHBASIN \ COUNTER NC No		
12: SUPP\STATIONERY\BATH LINEN NC No		
Section: Floors - Guest Rooms Subsection: 337		
1: Walls/ Photo Frames NC No		
2: WINDOW PANE \ LEDGES NC No		
3: BED LINEN. NC No		
4: UPHOLSTRY\CURTAINS NC No		
5: TV\TEL\AC. NC No		
6: DUSTING NC No		
7: FURNITURE. NC No		
8: GUEST BATHROOMS. NC No		
9: FLOORS. NC No		

10: BATHTUB\WC. NC No	
11: MIRRORS. NC No	
12: MAINTENANCE. NC No	
13: SUPP\STATIONERY\BATHLINEN NC No	
Section: Floors - Guest Rooms Subsection: 338	
1: Walls/ Photo Frames NC No	
2: Floor NC No	
3: WINDOW PANE \ LEDGES NC No	
4: BED LINEN. NC No	
5: UPHOLSTRY\CURTAINS NC No	
6: TV\TEL\AC. NC No	
7: MAINTENANCE NC No	
8: DUSTING NC No	
9: TIDINESS. NC No	
10: FURNITURE. NC No	
11: GUEST BATHROOMS. NC No	
12: FLOORS. NC No	

Section: Floors - Guest Rooms Subsection: 347 1: Ceiling NC ● No 2: Walls/ Photo Frames NC No 3: Floor NC No 4: WINDOW PANE \ LEDGES NC No 5: BED LINEN. NC No 6: UPHOLSTRY \ CURTAINS NC No 7: TV\TEL\AC. NC No 8: SUPP\STATIONERY. NC No 9: MAINTENANCE NC No 10: DUSTING NC No 11: GUEST BATHROOMS. NC No 12: FLOORS. NC No 13: BATHTUB\WC. NC No 14: WASHBASIN \ COUNTER NC No 15: SUPP\STATIONERY\BATHLINEN NC No Section: Floors - Guest Rooms Subsection: 339

1: Walls/ Photo Frames NC No	
2: Floor NC No	
3: WINDOW PANE \ LEDGES NC No	
4: BED LINEN. NC No	
5: UPHOLSTRY\CURTAINS NC No	
6: TV\TEL\AC. NC No	
7: SUPP\STATIONERY. NC No	
8: DUSTING NC No	
9: GUEST BATHROOMS. NC No	
10: BATHTUB\WC. NC No	
11: MAINTENANCE. NC No	
Section: Floors - Guest Rooms Subsection: 313	
1: Walls/ Photo Frames NC No	
2: Floor NC No	
3: WINDOW PANE \ LEDGES NC No	
4: UPHOLSTRY\CURTAINS NC No	
5: TV\TEL\AC. NC No	

6: MAINTENANCE NC No	
7: DUSTING NC No	
8: FURNITURE. NC No	
9: GUEST BATHROOMS. NC No	
10: BATHTUB\WC. NC	
11: WASHBASIN\COUNTER NC No	
Section: Floors - Guest Rooms Subsection: 311	
1: Floor NC No	
2: UPHOLSTRY\CURTAINS NC	
3: TV\TEL\AC. NC No	
4: SUPP\STATIONERY. NC No	
5: DUSTING NC No	
6: GUEST BATHROOMS. NC	
7: FLOORS. NC No	
8: BATHTUB\WC. NC	
9: SUPP\STATIONERY\BATHLINEN N	IC
Section: Floors - Guest Rooms Subsection: 326	

1:	Walls/ Photo Frames NC No
2:	WINDOW PANE \ LEDGES NC No
3:	BED LINEN. NC No
4:	UPHOLSTRY \ CURTAINS NC No
5:	TV\TEL\AC. NC No
6:	SUPP\STATIONERY. NC No
7:	MAINTENANCE NC No
8:	BATHTUB\WC. NC No
9:	WASHBASIN \ COUNTER NC No
10:	SUPP \ STATIONERY \ BATH LINEN NC No
	ction: Floors - Guest Rooms bsection: 256
1:	UPHOLSTRY \ CURTAINS NC No
2:	TV\TEL\AC. NC No
3:	MAINTENANCE NC No
4:	DUSTING NC No
5:	TIDINESS. NC No
6:	FURNITURE. NC No

		Croon rank Corporate raant roa
7: BATHTUB\WC. NC		
8: SUPP\STATIONERY\BATH LINEN No	NC	
Section: Floors - Guest Rooms Subsection: 258		
1: Floor NC No		
2: BED LINEN. NC No		
3: TV\TEL\AC. NC No		
4: MAINTENANCE NC No		
5: DUSTING NC No		
6: TIDINESS. NC No		
7: FURNITURE. NC No		
8: MIRRORS. NC No		
9: SUPP\STATIONERY\BATH LINEN No	NC	
Section: Floors - Guest Rooms Subsection: 260		
1: UPHOLSTRY\CURTAINS NC No		
2: TV\TEL\AC. NC		
3: SUPP\STATIONERY. NC No		
4: MAINTENANCE NC No		

	Green Pa
5: BATHTUB\WC. NC No	
6: WASHBASIN \ COUNTER NC No	
7: MAINTENANCE. NC No	
Section: Floors - Guest Rooms Subsection: 232	
1: TV\TEL\AC. NC No	
2: TIDINESS. NC No	
3: BATHTUB\WC. NC	
Section: Floors - Guest Rooms Subsection: 138	
1: UPHOLSTRY\CURTAINS NC No	
2: MAINTENANCE NC No	
3: DUSTING NC No	
4: TIDINESS. NC No	
5: GUEST BATHROOMS. NC No	
6: BATHTUB\WC. NC No	
7: WASHBASIN\COUNTER NC No	
Section: Floors - Guest Rooms Subsection: 140	
1: DUSTING NC No	

2: SUPP\STATIONERY\BATHLINEN NC No
Section: Floors - Guest Rooms Subsection: 143
1: TV\TEL\AC. NC No
Section: Floors - Guest Rooms Subsection: 147
1: FURNITURE. NC No
2: MAINTENANCE. NC No
Section: Floors - Guest Rooms Subsection: 262
1: UPHOLSTRY\CURTAINS NC No
2: TV\TEL\AC. NC No
3: DUSTING NC No
4: MAINTENANCE. NC No
5: SUPP\STATIONERY\BATHLINEN NC No
Section: Floors - Guest Rooms Subsection: 261
1: Ceiling NC No
2: SUPP\STATIONERY. NC No
3: DUSTING NC No

4: GUEST BATHROOMS. NC

No

Section: Floors - Guest Rooms Subsection: 141 1: Walls/ Photo Frames NC No 2: Floor NC No 3: BED LINEN. NC No 4: UPHOLSTRY\CURTAINS NC No 5: MAINTENANCE NC No 6: DUSTING NC No 7: BATHTUB\WC. NC No 8: WASHBASIN \ COUNTER NC No 9: SUPP\STATIONERY\BATHLINEN NC No Section: Gloss Level Subsection: Marble Floor 1: Lobby NC Rating: 4 2: Reception. NC Rating: 6 3: Travel desk. NC Rating: 7 4: Bell Desk NC Rating: 3 5: Lobby lounge NC Rating: 6 6: Lobby Entrance NC Rating: 5

- 7: Opposite to banquet office NC Rating: 5
- 8: Gardenia entrance NC Rating: 6
- 9: Senate NC Rating: 4
- 10: Prefunction of Residency NC Rating: 7
- 11: Gardenia entrance NC Rating: 6
- 12: Tulips NC Rating: 4
- 13: Lobby Gents rest room NC Rating: 7
- 14: Banquets Gents rest room NC Rating: 7
- 15: Banquets Ladies rest room NC Rating: 6
- 16: Gardenia entrance NC Rating: 6

Section: Linen and Laundry

Subsection: Linen, Laundry & Guest Laundry

- 1: Linen room stacking NC Rating: 6
- 2: Par stocks NC Rating: 6
- 3: Annual indent NC Rating: 6
- 4: Discards NC Rating: 0
- 5: Quality of uniforms NC Rating: 2
- 6: Quality of linen NC Rating: 4

Green Park Corporate Audit Team. 7: Uniform calendar NC Rating: 0 8: Inventory of uniforms NC Rating: 0 Section: Contractual Service Subsection: Contractual Service 1: Schedule of treatment for rooms NC Rating: 0 2: Schedule of treatment for kitchen NC Rating: 6 3: Schedule of treatment for F&B outlets NC Rating: 6 4: Quality of flowers & flower vase NC Rating: 0 5: Maintenance of plants NC Rating: 5 6: Quality of landscaping NC Rating: 5 Section: Records Subsection: Records & Reports 1: Linen NC Rating: 0 2: Uniforms NC Rating: 0 3: Duty roaster & allocation register NC Rating: 0 4: Log book messages and follow up NC Rating: 0

5: Property upkeep Report NC

6: Monthly meeting reports NC

Rating: 0

Rating: 0

Chronic

Section: Gloss Level **Subsection:** Marble Floor

1: Gardenia entrance NC

Rating: 6

2: Gardenia entrance NC

Rating: 6

Audit Questionnaire

Section: Public Area **Subsection:** LOBBY

1: Doors



2: Signage's



4: Ceiling. NC



5: Lights / TV



6: AC grills/Exhaust. NC



7: Walls. NC



8: Paintings.



9: Panels.



10: Fabric.



11: Floor. NC



12: Dusting.



13: Skirting.



14: Furniture. NC



15: Upholstery. NC



	Polishing. Yes
	Accessories. NC No
	Sanquet/Tables. Yes
	Brass/Copper. NC No
	Vindow panes/Ledges. NC No
	on: Public Area ection: OUT
1: Do	oors Yes
	gnage's Yes
3: Ca	arpet. Not Applicable
4: Ce	Yes
	yes Yes
	C grills/Exhaust. Yes
7: W	Yes
	Yes
9: Pa	Yes
	Fabric. NC No
	No No

12: Dusting. Yes
13: Skirting. Yes
14: Furniture. Yes
15: Upholstery. Yes
16: Polishing. Yes
17: Accessories. NC No
18: Banquet/Tables. Yes
19: Brass/Copper. Yes
20: Window panes/Ledges. Yes
Section: Public Area Subsection: CHANCERY
1: Doors NC No
2: Signage's Order Yes
3: Carpet. Not Applicable
4: Ceiling. NC No
5: Lights / TV Yes
6: AC grills/Exhaust. Yes
7: Walls. NC No

	Croom and Corporate Maant Tourn
8: Paintings. Yes	
9: Panels. Yes	
10: Fabric. Yes	
11: Floor. NC No	
12: Dusting. Yes	
13: Skirting. Yes	
14: Furniture. Yes	
15: Upholstery. Yes	
16: Polishing. Yes	
17: Accessories. Yes	
18: Banquet/Tables. Yes	
19: Brass/Copper. Yes	
20: Window panes/Ledges. Yes	
Section: Public Area Subsection: RESIDENCY	
1: Doors Yes	
2: Signage's Yes	
3: Carpet. Not Applicable	

		Croom and Corporato maare	. ou.,
4: (Ceiling. Yes		
	Lights / TV Yes		
	AC grills/Exhaust. Yes		
7: V	Valls. Yes		
8: F	Paintings. Yes		
9: F	Panels. NC No		
	Fabric. NC No		
11:	Floor. Yes		
12:	Dusting. NC No		
13:	Skirting. Yes		
	Furniture. Yes		
	Upholstery. Yes		
	Polishing. Yes		
17:	Accessories. NC No		
18:	Banquet/Tables. Yes		
19:	Brass/Copper. Yes		
20:	Window panes/Ledges. Yes		

Section: Public Area
Subsection: TULIPS
1: Doors NC

2: Signage's NC



No

5: Lights / TV



6: AC grills/Exhaust.



7: Walls. NC



8: Paintings.



9: Panels. NC



10: Fabric.



11: Floor. NC



12: Dusting.



13: Skirting.



14: Furniture.



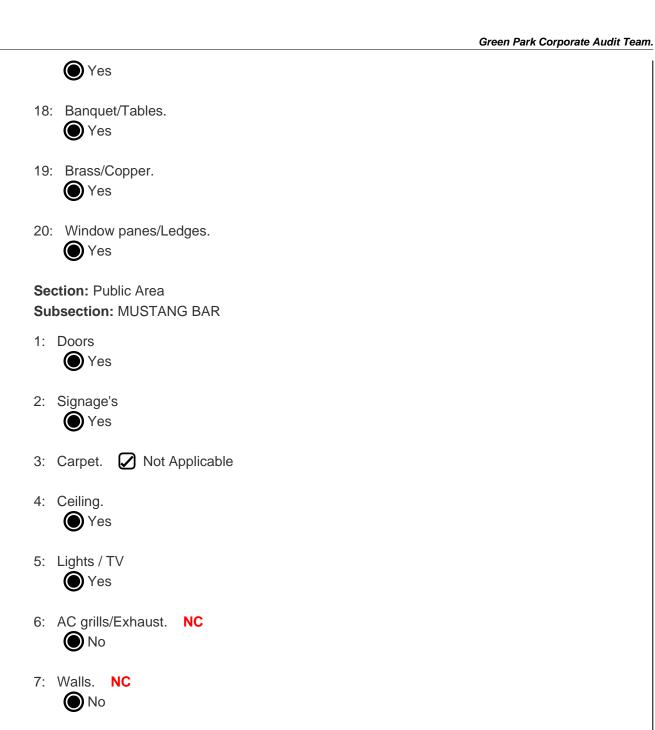
15: Upholstery.



16: Polishing.



17: Accessories.



8: Paintings. Yes

9: Panels.

10: Fabric. Yes

11: Floor.

Yes

✓ Not Applicable

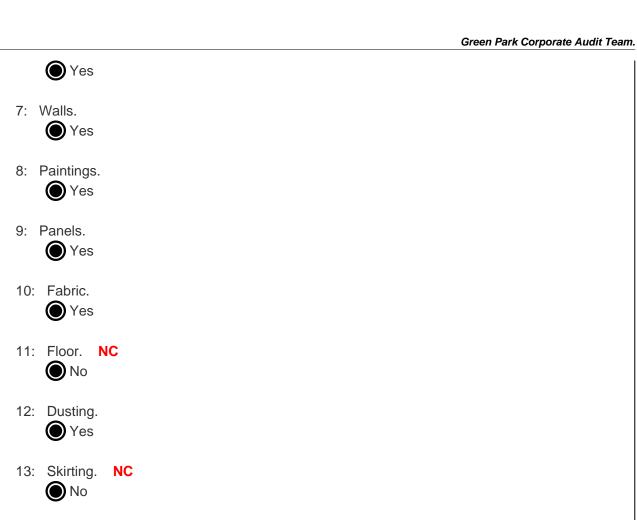
12: Dusting.

13: Skirting. Yes

Yes

14:	Furniture. Yes
15:	Upholstery. NC No
16:	Polishing. Yes
17:	Accessories. Yes
18:	Banquet/Tables. Yes
19:	Brass/Copper. Yes
20:	Window panes/Ledges. Yes
	tion: Public Area section: CONSULATE
1:	Doors NC No
2: 3	Signage's Yes
3: (Carpet. Not Applicable
4: (Ceiling. Yes
5:	Lights / TV Yes
6: /	AC grills/Exhaust. Yes
7: \	Walls. Yes
8:	Paintings. Yes
9:	Panels. Yes

	•
10: Fabric. NC No	
11: Floor. NC No	
12: Dusting. Not Applicable	
13: Skirting. Yes	
14: Furniture. Yes	
15: Upholstery. NC No	
16: Polishing. Yes	
17: Accessories. Yes	
18: Banquet/Tables. Yes	
19: Brass/Copper. Yes	
20: Window panes/Ledges. Yes	
Section: Public Area Subsection: OUT OF THE BOX	
1: Doors	
Yes	
2: Signage's Yes	
3: Carpet. Not Applicable	
4: Ceiling. Yes	
5: Lights / TV Yes	
6: AC grills/Exhaust.	



14: Furniture. Yes

15: Upholstery. Yes

16: Polishing. Yes

17: Accessories. Yes

18: Banquet/Tables. Yes

19: Brass/Copper. Yes

Yes

Yes

1: Doors

Section: Public Area Subsection: SENATE

20: Window panes/Ledges.

2: Signage's Yes
3: Carpet. Not Applicable
4: Ceiling. Yes
5: Lights / TV Yes
6: AC grills/Exhaust. Yes
7: Walls. Yes
8: Paintings. Yes
9: Panels. Yes
10: Fabric. Yes
11: Floor. NC No
12: Dusting. Not Applicable
13: Skirting. Yes
14: Furniture. Yes
15: Upholstery. Yes
16: Polishing. Yes
17: Accessories. NC No
18: Banquet/Tables. Yes
19: Brass/Copper.

20: Window panes/Ledges.

Yes

Section: Procedures

Subsection: GUEST ROOMS

- Bathroom linen standardization. NC Rating: 5
- 2: Tea /coffee making facility in the room. **NC** Rating: 6
- 3: Room history maintenance.

Rating: 10

4: Table / wardrobe drawers in guest rooms.

Rating: 10

5: Housekeeping - Machines. NC

Rating: 6

6: Housekeeping - Turndown service.

Rating: 10

7: Bathroom amenities for double occupancy rooms.

Rating: 10

8: Suite bathroom amenities .

Rating: 10

9: Magazines provided to guest rooms.

Rating: 10

10: Laundry - garment finishing standards.

Rating: 10

11: Carpets. NC

Rating: 0

12: Care and maintenance of runners.

Rating: 10

13: Standardized in room items. NC

Rating: 0

14: Sleep quality comfort.

Rating: 10

15: Specification of cleaning chemicals. NC Rating: 0

- 16: Standardized bed linen / mattress / foundation. NC Rating: 0
- 17: Standardization of par levels for room linen and table linen. NC Rating: 0
- 18: Measurable instruments for quality / standards measurements. NCRating: 0
- 19: Guest-laundry pickup.Rating: 10

Section: Rest Rooms

Subsection: GENTS TOILET

- 1: Taps. NC No
- 2: Maintenance. NC No
- 3: Smell. NC
- 4: Floor. NC
- 5: Tiles. NC No
- 6: W/C Yes
- 7: Basin. NC

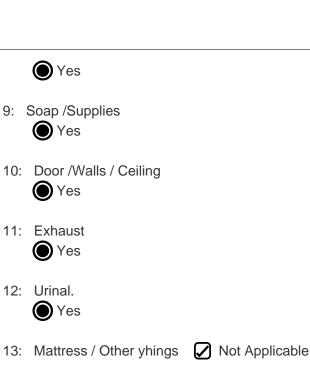
No

- 8: Mirror NC No
- 9: Soap /Supplies NC No
- 10: Door /Walls / Ceiling
 - Yes
- 11: Exhaust Yes

·	_
12: Urinal. Yes	
13: Mattress / Other yhings	
Section: Rest Rooms Subsection: LADIES LOCKER	
1: Taps. Yes	
2: Maintenance. NC No	
3: Smell. Yes	
4: Floor. NC No	
5: Tiles. NC No	
6: W/C Yes	
7: Basin. Yes	
8: Mirror NC No	
9: Soap /Supplies Yes	
10: Door /Walls / Ceiling Yes	
11: Exhaust NC No	
12: Urinal. Not Applicable	
13: Mattress / Other yhings	
Section: Rest Rooms Subsection: LOBBY GENTS REST ROOM	
1: Taps. Yes	

	,	
2:	Maintenance. NC No	
3:	Smell. NC No	
4:	Floor. Yes	
5:	Tiles. NC No	
6:	W/C Yes	
7:	Basin. Yes	
8:	Mirror Yes	
9:	Soap /Supplies Yes	
10:	Door /Walls / Ceiling Yes	
11:	Exhaust Yes	
12:	Urinal. Yes	
13:	Mattress / Other yhings Not Applicable	
	ction: Rest Rooms bsection: LOBBY LADIES REST ROOM	
1:	Taps. Yes	
2:	Maintenance. NC No	
3:	Smell. Yes	
4:	Floor. Yes	

	<u>-</u>
5: Tiles. Yes	
6: W/C NC No	
7: Basin. Yes	
8: Mirror Yes	
9: Soap /Supplies Yes	
10: Door /Walls / Ceiling Yes	
11: Exhaust Yes	
12: Urinal. Vot Applicable	
13: Mattress / Other yhings	
Section: Rest Rooms Subsection: BANQUET GENTS REST ROOM	
1: Taps. NC No	
2: Maintenance. NC No	
3: Smell. Yes	
4: Floor. Yes	
5: Tiles. Yes	
6: W/C NC No	
7: Basin. Yes	
8: Mirror	



Section: Rest Rooms Subsection: BANQUET LADIES REST ROOM

- 1: Taps. NC No
- 2: Maintenance. Yes
- 3: Smell. NC No
- 4: Floor. Yes
- 5: Tiles. Yes
- 6: W/C NC No
- 7: Basin. Yes
- 8: Mirror Yes
- 9: Soap /Supplies Yes
- 10: Door /Walls / Ceiling Yes
- 11: Exhaust

	Green Park Corporate
Yes	
12: Urinal. 🕢 Not Applicable	
13: Mattress / Other yhings	
Section: Rest Rooms Subsection: EXECUTIVES GENTS LOCKER	
1: Taps. NC No	
2: Maintenance. NC No	
3: Smell. Yes	
4: Floor. Yes	
5: Tiles. NC No	
6: W/C Yes	
7: Basin. Yes	
8: Mirror Yes	
9: Soap /Supplies NC No	
10: Door /Walls / Ceiling NC No	
11: Exhaust Yes	
12: Urinal.	

Section: Rest Rooms

Subsection: CHANCERY GENTS

	Green Park Corporate Audit Tean
1: Taps. NC No	
2: Maintenance. Yes	
3: Smell. Yes	
4: Floor. NC No	
5: Tiles. Yes	
6: W/C NC No No	
7: Basin. NC No	
8: Mirror NC No	
9: Soap /Supplies Yes	
10: Door /Walls / Ceiling Yes	
11: Exhaust NC No	
12: Urinal. Not Applicable	
13: Mattress / Other yhings NC No	
Section: Rest Rooms Subsection: OTB LADIES REST ROOM	
1: Taps. Yes	
2: Maintenance. Yes	
3: Smell. NC No	

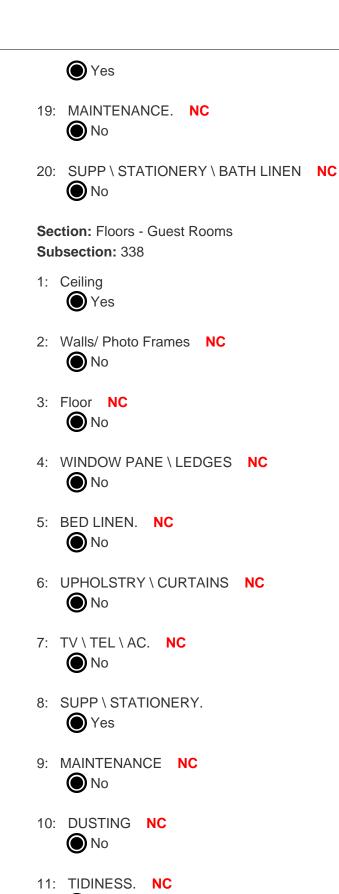
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4: Floor. Yes	
5: Tiles. Yes	
6: W/C Yes	
7: Basin. Yes	
8: Mirror Yes	
9: Soap /Supplies NC No	
10: Door /Walls / Ceiling Yes	
11: Exhaust NC No	
12: Urinal. Not Applicable	
13: Mattress / Other yhings NC No	
Section: Rest Rooms Subsection: OTB GENTS REST ROOM	
1: Taps. Yes	
2: Maintenance. Yes	
3: Smell. NC No	
4: Floor. Yes	
5: Tiles. Yes	
6: W/C Yes	

	Green Park Corporate Audit Team
7: Basin. Yes	
8: Mirror Yes	
9: Soap /Supplies Yes	
10: Door /Walls / Ceiling NC No	
11: Exhaust Yes	
12: Urinal. NC No	
13: Mattress / Other yhings Not Applicable	
Section: Floors - Guest Rooms Subsection: 251	
1: Ceiling Yes	
2: Walls/ Photo Frames Yes	
3: Floor Yes	
4: WINDOW PANE \ LEDGES Yes	
5: BED LINEN. Yes	
6: UPHOLSTRY\CURTAINS NC No	
7: TV\TEL\AC. NC No	
8: SUPP\STATIONERY. NC No	
9: MAINTENANCE Yes	

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	DUSTING Yes			
	TIDINESS. Yes			
	FURNITURE. Yes			
	GUEST BATHROOMS. Yes			
	FLOORS. Yes			
	BATHTUB \ WC. Yes			
	WASHBASIN \ COUNTER Yes			
17:	MIRRORS. Yes			
18:	DUSTING. Yes			
19:	MAINTENANCE. Yes			
	SUPP \ STATIONERY \ BATH LINEN Yes			
	tion: Floors - Guest Rooms section: 335			
	Ceiling Yes			
	Walls/ Photo Frames NC No			
	Floor NC No			
	WINDOW PANE \ LEDGES NC No			
	BED LINEN. NC No			

	Groom and Gorporate Maare roam
6: UPHOLSTRY\CURTAINS NC No	
7: TV\TEL\AC. Yes	
8: SUPP\STATIONERY. OYes	
9: MAINTENANCE NC No	
10: DUSTING NC No	
11: TIDINESS. Yes	
12: FURNITURE. Yes	
13: GUEST BATHROOMS. NC No	
14: FLOORS. NC No	
15: BATHTUB\WC. NC No	
16: WASHBASIN \ COUNTER NC No	
17: MIRRORS. Yes	
18: DUSTING. Yes	
19: MAINTENANCE. Not Applicable	
20: SUPP\STATIONERY\BATH LINEN NC No	
Section: Floors - Guest Rooms Subsection: 337	
1: Ceiling Yes	

2:	Walls/ Photo Frames NC No
3:	Floor Yes
4:	WINDOW PANE \ LEDGES NC No
5:	BED LINEN. NC No
6:	UPHOLSTRY \ CURTAINS NC No
7:	TV\TEL\AC. NC No
8:	SUPP \ STATIONERY. Yes
9:	MAINTENANCE Yes
10	DUSTING NC No
11	TIDINESS. Yes
12	FURNITURE. NC No
13	GUEST BATHROOMS. NC
14	FLOORS. NC
15	BATHTUB\WC. NC
16	: WASHBASIN \ COUNTER O Yes
17	MIRRORS. NC No
18	: DUSTING.



No

No

No

12: FURNITURE. NC

13: GUEST BATHROOMS. NC

14	: FLOORS. NC No
15	: BATHTUB\WC. Yes
16	: WASHBASIN \ COUNTER O Yes
17	: MIRRORS. Yes
18	: DUSTING. Yes
19	: MAINTENANCE. Not Applicable
20	SUPP\STATIONERY\BATH LINEN Yes
	ction: Floors - Guest Rooms bsection: 347
1:	Ceiling NC No
2:	Walls/ Photo Frames NC No
3:	Floor NC No
4:	WINDOW PANE \ LEDGES NC No
5:	BED LINEN. NC No
6:	UPHOLSTRY\CURTAINS NC No
7:	TV\TEL\AC. NC No
8:	SUPP\STATIONERY. NC No
9:	MAINTENANCE NC No

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10: DUSTING NC No		
11: TIDINESS. Yes		
12: FURNITURE. Yes		
13: GUEST BATHROOMS. NC No		
14: FLOORS. NC No		
15: BATHTUB\WC. NC No		
16: WASHBASIN \ COUNTER NC No		
17: MIRRORS. Yes		
18: DUSTING. Yes		
19: MAINTENANCE. Yes		
20: SUPP\STATIONERY\BATH LINEN NC No		
Section: Floors - Guest Rooms Subsection: 339		
1: Ceiling Yes		
2: Walls/ Photo Frames NC No		
3: Floor NC No		
4: WINDOW PANE \ LEDGES NC No		
5: BED LINEN. NC No		

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6: UPHOLSTRY\CURTAINS NC No
7: TV\TEL\AC. NC No
8: SUPP\STATIONERY. NC No
9: MAINTENANCE Yes
10: DUSTING NC No
11: TIDINESS. Yes
12: FURNITURE. Yes
13: GUEST BATHROOMS. NC No
14: FLOORS. Yes
15: BATHTUB\WC. NC No
16: WASHBASIN \ COUNTER Yes
17: MIRRORS. Yes
18: DUSTING. Yes
19: MAINTENANCE. NC No
20: SUPP\STATIONERY\BATH LINEN Yes
Section: Floors - Guest Rooms Subsection: 313
1: Ceiling Yes

2:	Walls/ Photo Frames NC No
3:	Floor NC No
4:	WINDOW PANE \ LEDGES NC No
5:	BED LINEN. Yes
6:	UPHOLSTRY \ CURTAINS NC No
7:	TV\TEL\AC. NC No
8:	SUPP\STATIONERY. Yes
9:	MAINTENANCE NC No
10	DUSTING NC No
11	TIDINESS. Yes
12	FURNITURE. NC No
13	GUEST BATHROOMS. NC
14	FLOORS. Yes
15	BATHTUB\WC. NC
16	WASHBASIN \ COUNTER NC No
17	MIRRORS. Yes
18	DUSTING.

Yes	
19: MAINTENANCE. Yes	
20: SUPP\STATIONERY\BATH LINEN Yes	
Section: Floors - Guest Rooms Subsection: 311	
1: Ceiling Yes	
2: Walls/ Photo Frames Yes	
B: Floor NC No	
4: WINDOW PANE \ LEDGES Yes	
5: BED LINEN. Yes	
S: UPHOLSTRY\CURTAINS NC No	
7: TV\TEL\AC. NC No	
3: SUPP\STATIONERY. NC No	
9: MAINTENANCE Yes	

10: DUSTING NC No

11: TIDINESS.

Yes

12: FURNITURE.

Yes

No

13: GUEST BATHROOMS. NC

	Green Park Corporate Audit Team
14: FLOORS. NC No	
15: BATHTUB\WC. NC No	
16: WASHBASIN \ COUNTER Yes	
17: MIRRORS. Yes	
18: DUSTING. Yes	
19: MAINTENANCE. Yes	
20: SUPP\STATIONERY\BATH LINEN NC No	
Section: Floors - Guest Rooms Subsection: 326	
1: Ceiling Yes	
2: Walls/ Photo Frames NC No	
3: Floor Yes	
4: WINDOW PANE \ LEDGES NC No	
5: BED LINEN. NC No	
6: UPHOLSTRY\CURTAINS NC No	
7: TV\TEL\AC. NC No	
8: SUPP\STATIONERY. NC No	
9: MAINTENANCE NC No	

		Green Park Corp	Jorale Audil Teal
10:	DUSTING Yes		
11:	TIDINESS. Yes		
12:	FURNITURE. Yes		
13:	GUEST BATHROOMS. Yes		
14:	FLOORS. Yes		
15:	BATHTUB\WC. NC No		
16:	WASHBASIN \ COUNTER NC No		
17:	MIRRORS. Yes		
18:	DUSTING. Yes		
19:	MAINTENANCE. Yes		
20:	SUPP\STATIONERY\BATH LINEN NC No		
	ction: Floors - Guest Rooms osection: 256		
1:	Ceiling Yes		
2:	Walls/ Photo Frames Yes		
3:	Floor Yes		
4:	WINDOW PANE \ LEDGES Yes		
5:	BED LINEN. Yes		

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6: UPHOLSTRY\CURTAINS NC No
7: TV\TEL\AC. NC No
8: SUPP\STATIONERY. Yes
9: MAINTENANCE NC No
10: DUSTING NC No
11: TIDINESS. NC No
12: FURNITURE. NC No
13: GUEST BATHROOMS. Yes
14: FLOORS. Yes
15: BATHTUB\WC. NC No
16: WASHBASIN \ COUNTER Yes
17: MIRRORS. Yes
18: DUSTING. Yes
19: MAINTENANCE. Yes
20: SUPP\STATIONERY\BATH LINEN NC No
Section: Floors - Guest Rooms Subsection: 258
1: Ceiling Yes

2:	Walls/ Photo Frames Yes	
3:	Floor NC No	
4:	WINDOW PANE \ LEDGES Yes	
5:	BED LINEN. NC No	
6:	UPHOLSTRY \ CURTAINS Yes	
7:	TV\TEL\AC. NC No	
8:	SUPP\STATIONERY. Yes	
9:	MAINTENANCE NC No	
10:	DUSTING NC No	
11:	TIDINESS. NC No	
12:	FURNITURE. NC No	
13:	GUEST BATHROOMS. Yes	
14:	FLOORS. Yes	
15:	BATHTUB\WC. Yes	
16:	WASHBASIN \ COUNTER Yes	
17:	MIRRORS. NC No	
18:	DUSTING. Yes	

19: MAINTENANCE. Yes
20: SUPP\STATIONERY\BATH LINEN NC No
Section: Floors - Guest Rooms Subsection: 260
1: Ceiling Yes
2: Walls/ Photo Frames Yes
3: Floor Yes
4: WINDOW PANE \ LEDGES Yes
5: BED LINEN. Yes
6: UPHOLSTRY\CURTAINS NC No
7: TV\TEL\AC. NC No
8: SUPP\STATIONERY. NC No
9: MAINTENANCE NC No
10: DUSTING Yes
11: TIDINESS. Yes
12: FURNITURE. Yes
13: GUEST BATHROOMS. Yes
14: FLOORS. Yes

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15: BATHTUB\WC. NC No
16: WASHBASIN \ COUNTER NC No
17: MIRRORS. Yes
18: DUSTING. Yes
19: MAINTENANCE. NC No
20: SUPP\STATIONERY\BATH LINEN Yes
Section: Floors - Guest Rooms Subsection: 232
1: Ceiling Yes
2: Walls/ Photo Frames Yes
3: Floor Yes
4: WINDOW PANE \ LEDGES Yes
5: BED LINEN. Yes
6: UPHOLSTRY\CURTAINS Yes
7: TV\TEL\AC. NC No
8: SUPP\STATIONERY. Yes
9: MAINTENANCE Yes
10: DUSTING Yes

		Green and Gerperate ridan real
	11: TIDINESS. NC No	
,	12: FURNITURE. Yes	
,	13: GUEST BATHROOMS. Yes	
	14: FLOORS. Yes	
	15: BATHTUB\WC. NC No	
	16: WASHBASIN \ COUNTER Yes	
	17: MIRRORS. Yes	
	18: DUSTING. Yes	
	19: MAINTENANCE. Yes	
2	20: SUPP\STATIONERY\BATH LINEN Yes	
	Section: Floors - Guest Rooms Subsection: 138	
	1: Ceiling Yes	
2	2: Walls/ Photo Frames Yes	
;	3: Floor Yes	
4	4: WINDOW PANE \ LEDGES Yes	
ţ	5: BED LINEN. Yes	
(6: UPHOLSTRY\CURTAINS NC No	

	Croom and Corporato Maure 10	
7: TV\TEL\AC. Yes		
8: SUPP\STATIONERY. Yes		
9: MAINTENANCE NC No		
10: DUSTING NC No		
11: TIDINESS. NC No		
12: FURNITURE. Yes		
13: GUEST BATHROOMS. NC No		
14: FLOORS. Yes		
15: BATHTUB\WC. NC No		
16: WASHBASIN \ COUNTER NC No		
17: MIRRORS. Yes		
18: DUSTING. Yes		
19: MAINTENANCE. Yes		
20: SUPP\STATIONERY\BATH LINEN Yes		
Section: Floors - Guest Rooms Subsection: 140		
1: Ceiling Yes		
2: Walls/ Photo Frames Yes		

3:	Floor Yes	
4:	WINDOW PANE \ LEDGES Yes	
5:	BED LINEN. Yes	
6:	UPHOLSTRY \ CURTAINS Yes	
7:	TV \ TEL \ AC. Yes	
8:	SUPP \ STATIONERY. OYes	
9:	MAINTENANCE Yes	
10:	DUSTING NC No	
11:	TIDINESS. Yes	
12:	FURNITURE. Yes	
13:	GUEST BATHROOMS. Yes	
14:	FLOORS. Yes	
15:	BATHTUB \ WC. Yes	
16:	WASHBASIN \ COUNTER Yes	
17:	MIRRORS. Yes	
18:	DUSTING. Yes	
19:	MAINTENANCE. Yes	

	SUPP \ STATIONERY \ BATH LINEN NC No	
	on: Floors - Guest Rooms ection: 143	
1: C	Yes	
	Yes	
3: F	oor Yes	
	NDOW PANE \ LEDGES Yes	
	Yes	
	PHOLSTRY \ CURTAINS Yes	
	No	
8: S	Yes	
	LOORS. Yes	
	Yes	

16	: WASHBASIN \ COUNTER OYes
17	: MIRRORS. Yes
18	: DUSTING. Yes
19	: MAINTENANCE. Yes
20	: SUPP\STATIONERY\BATH LINEN Yes
	ection: Floors - Guest Rooms ubsection: 147
1:	Ceiling Yes
2:	Walls/ Photo Frames Yes
3:	Floor Yes
4:	WINDOW PANE \ LEDGES Yes
5:	BED LINEN. Yes
6:	UPHOLSTRY \ CURTAINS Yes
7:	TV \ TEL \ AC. Yes
8:	SUPP\STATIONERY. Yes
9:	MAINTENANCE Yes
10	: DUSTING Yes
11	: TIDINESS. Yes

12: FURNITURE. NC			Ordon rank od	porato riadre	
 ♠ Yes 14: FLOORS. ♠ Yes 15: BATHTUB\WC. ♠ Yes 16: WASHBASIN\COUNTER ♠ Yes 17: MIRRORS. ♠ Yes 18: DUSTING. ♠ Yes 19: MAINTENANCE. NC ♠ No 20: SUPP\STATIONERY\BATH LINEN ♠ Yes Section: Floors - Guest Rooms Subsection: 262 1: Ceiling ♠ Yes 2: Walls/ Photo Frames ♠ Yes 3: Floor ♠ Yes 4: WINDOW PANE\LEDGES ♠ Yes 5: BED LINEN. ♠ Yes 6: UPHOLSTRY\CURTAINS NC ♠ No 7: TY\TEL\AC. NC 	12:	_			
 Yes 15: BATHTUB\WC. Yes 16: WASHBASIN\COUNTER Yes 17: MIRRORS. Yes 18: DUSTING. Yes 19: MAINTENANCE. NC No 20: SUPP\STATIONERY\BATH LINEN Yes Section: Floors - Guest Rooms Subsection: 262 1: Ceiling Yes 2: Walls/ Photo Frames Yes 3: Floor Yes 4: WINDOW PANE\LEDGES Yes 5: BED LINEN. Yes 6: UPHOLSTRY\CURTAINS NC No 7: TV\TEL\AC. NC 	13:	_			
 Yes 16: WASHBASIN \ COUNTER Yes 17: MIRRORS. Yes 18: DUSTING. Yes 19: MAINTENANCE. NC No 20: SUPP \ STATIONERY \ BATH LINEN Yes Section: Floors - Guest Rooms Subsection: 262 1: Ceiling Yes 2: Walls/ Photo Frames Yes 2: Walls/ Photo Frames Yes 3: Floor Yes 4: WINDOW PANE \ LEDGES Yes 5: BED LINEN. Yes 6: UPHOLSTRY \ CURTAINS NC No 7: TV\TEL\AC. NC 	14:				
 	15:				
 Yes 18: DUSTING.	16:				
 ▶ Yes 19: MAINTENANCE. NC ▶ No 20: SUPP\STATIONERY\BATH LINEN ♠ Yes Section: Floors - Guest Rooms Subsection: 262 1: Ceiling ♠ Yes 2: Walls/ Photo Frames ♠ Yes 3: Floor ♠ Yes 4: WINDOW PANE \ LEDGES ♠ Yes 5: BED LINEN. ♠ Yes 6: UPHOLSTRY\CURTAINS NC ♠ No 7: TV\TEL\AC. NC 	17:				
 No 20: SUPP\STATIONERY\BATH LINEN	18:				
Section: Floors - Guest Rooms Subsection: 262 1: Ceiling	19:	_			
Subsection: 262 1: Ceiling	20:				
 Yes Walls/ Photo Frames Yes Floor Yes WINDOW PANE \ LEDGES Yes BED LINEN. Yes UPHOLSTRY \ CURTAINS NC No TV \ TEL \ AC. NC 					
 Yes Floor	1: (
Yes 4: WINDOW PANE \ LEDGES Yes 5: BED LINEN. Yes 6: UPHOLSTRY \ CURTAINS NC No 7: TV \ TEL \ AC. NC	2: \				
Yes 5: BED LINEN. Yes 6: UPHOLSTRY\CURTAINS NC No 7: TV\TEL\AC. NC	3: I				
6: UPHOLSTRY\CURTAINS NC No 7: TV\TEL\AC. NC	4: \				
7: TV\TEL\AC. NC	5: I	_			
	6: l				
	7: -	_			

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8: SUPP\STATIONERY. O Yes	
9: MAINTENANCE Yes	
10: DUSTING NC No	
11: TIDINESS. Yes	
12: FURNITURE. Yes	
13: GUEST BATHROOMS. Yes	
14: FLOORS. Yes	
15: BATHTUB\WC. Yes	
16: WASHBASIN \ COUNTER Yes	
17: MIRRORS. Yes	
18: DUSTING. Yes	
19: MAINTENANCE. NC No	
20: SUPP\STATIONERY\BATH LINEN NC No	
Section: Floors - Guest Rooms Subsection: 261	
1: Ceiling NC No	
2: Walls/ Photo Frames Yes	
3: Floor Yes	

4:	WINDOW PANE \ LEDGES Yes	
5:	BED LINEN. Yes	
6:	UPHOLSTRY \ CURTAINS Yes	
7:	TV \ TEL \ AC. Yes	
8:	SUPP\STATIONERY. NC No	
9:	MAINTENANCE Yes	
10:	DUSTING NC No	
11:	TIDINESS. Yes	
12:	FURNITURE. Yes	
13:	GUEST BATHROOMS. NC	
14:	FLOORS. Yes	
15:	BATHTUB\WC. Yes	
16:	WASHBASIN \ COUNTER Yes	
17:	MIRRORS. Yes	
18:	DUSTING. Yes	
19:	MAINTENANCE. Yes	
20:	SUPP \ STATIONERY \ BATH LINEN Yes	

	ction: Floors - Guest Rooms bsection: 141			
1:	Ceiling Yes			
2:	Walls/ Photo Frames NC No			
3:	Floor NC No			
4:	WINDOW PANE \ LEDGES Yes			
5:	BED LINEN. NC			
6:	UPHOLSTRY \ CURTAINS No	NC		
7:	TV\TEL\AC. Yes			
8:	SUPP \ STATIONERY. Yes			
9:	MAINTENANCE NC No			
10:	DUSTING NC No			
11:	TIDINESS. Yes			
12:	FURNITURE. Yes			
13:	GUEST BATHROOMS. Yes			
14:	FLOORS. Yes			
15:	BATHTUB\WC. NC			
16:	WASHBASIN \ COUNTER	NC		

			Green Fark Corporate Audit Team
17:	MIRRORS. Yes		
18:	DUSTING. Yes		
19:	MAINTENANCE. Yes		
20:	SUPP \ STATIONERY \ BATH LINEN No	NC	
	etion: Gloss Level osection: Marble Floor		
1:	Lobby NC Rating: 4		
2:	Reception. NC Rating: 6		
3:	Travel desk. NC Rating: 7		
4:	OUT Entrance. Rating: 8		
5:	Bell Desk NC Rating: 3		
6:	Lobby lounge NC Rating: 6		
7:	Lobby Entrance NC Rating: 5		
8:	Guest elevator opposite Rating: 8		
9:	Opposite to banquet office NC Rating: 5		
10:	Gardenia entrance NC Rating: 6		
11:	Senate NC Rating: 4		
12:	Prefunction of Residency NC Rating: 7		

- 13: Gardenia entrance NC Rating: 6
- 14: Tulips NC Rating: 4
- 15: Lobby Gents rest room NC Rating: 7
- 16: Lobby Ladies rest room Rating: 8
- 17: Banquets Gents rest room NC Rating: 7
- 18: Banquets Ladies rest room NC Rating: 6
- 19: Gardenia entrance NC Rating: 6

Section: Linen and Laundry

Subsection: Linen, Laundry & Guest Laundry

- 1: Linen room stacking NC Rating: 6
- 2: Par stocks NC Rating: 6
- 3: Annual indent NC Rating: 6
- 4: Discards NC Rating: 0
- 5: Quality of uniforms NC Rating: 2
- 6: Quality of linen NC Rating: 4
- 7: Uniform calendar NC Rating: 0
- 8: Exchange timing Rating: 10
- 9: Uniform exchange system Rating: 10

10:	Inventory of F&B Linen Rating: 10
11:	Inventory of Room linen Rating: 10
12:	Inventory of uniforms NC Rating: 0
13:	Pick up collection standards Rating: 10
14:	Sorting & Checking Rating: 10
15:	Marking & Tagging Rating: 10
16:	Processing Rating: 10
17:	Finishing Rating: 10
18:	Packing Rating: 10
19:	Billing Rating: 10
20:	Delivery Rating: 10
21:	Condition of machines Not Applicable
22:	Equipment, Preventive maintenance Not Applicable
23:	Standardized chemicals
24:	Sorting standards Not Applicable
25:	Washing standards
26:	Finishing standards Not Applicable
27:	Stacking standards Not Applicable
28:	Awareness of snow white initiatives Not Applicable
29:	Comfortable temperature in laundry Not Applicable

30: Safe work practices Not Applicable 31: Use of safety equipment Not Applicable 32: Quality of processed articles Not Applicable Section: Contractual Service Subsection: Contractual Service 1: Schedule of treatment for rooms NC Rating: 0 2: Schedule of treatment for kitchen NC Rating: 6 3: Schedule of treatment for F&B outlets NC Rating: 6 4: Standards of chemicals Rating: 10 5: Staff uniform and grooming Rating: 10 6: Effectiveness Rating: 10 7: Quality of flowers & flower vase NC Rating: 0 8: Costing Rating: 10 9: Skill knowledge Rating: 8 10: Maintenance of plants NC Rating: 5 11: Quality of landscaping NC Rating: 5 12: Overall impression Rating: 10 13: Periphery of the hotel Rating: 10

Section: Records

Subsection: Records & Reports

1: Guest supplies Rating: 10

2: Cleaning supplies

Rating: 10

3: Linen NC Rating: 0

4: Uniforms NC Rating: 0

5: Lost and found records

Rating: 10

6: L&F issues to the claimant

Rating: 10

7: L&F storage Rating: 10

8: L&F Letters to guests

Rating: 10

9: L&F Disposals

Rating: 10

10: Room history

Rating: 10

11: Duty roaster & allocation register NC

Rating: 0

12: Departure record

Rating: 10

13: Log book messages and follow up NC

Rating: 0

14: Occupancy report (Twice a day)

Rating: 10

15: Under repair status

Rating: 10

16: DND List Rating: 10

- 17: Property upkeep Report NC Rating: 0
- 18: Monthly meeting reports **NC** Rating: 0