# Audit Report for Audit ID - AU00329-3 <u>SPA Report</u>

Audit Score 100/100

### **Details**

Audit	AU00329
Scheduled Audit	AU00329-3
Location	Hyderabad
Hotel	Marigold Hotel
Department	SPA
Checklist	SPA Report
Audit Type	Internal
Auditor	Duty Manager MG
Start Date	03-12-2018
End Date	03-12-2018
Submitted Date	03-12-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	0
Chronic Issues	0

## Comparison

# MARIGOLD HOTEL SPA REPORT

SPA REPORT		Dec 2018	Dec 2018	VARIANCE	% of Increase /
S.No	Sections	SCORE OBTAINED	SCORE OBTAINED	Decrease (-/ +)	
1	SPA	100	100	0	0%
Aud	it Score	100	100	0	0%

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

## Non-Compliance

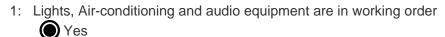
No non-compliances found

## Chronic

No chronic issues found

#### **Audit Questionnaire**

Section: SPA
Subsection: SPA



- 2: The entrance way and the reception are clean and clear of clutter & noise?

  Yes
- 3: A dedicated associate is behind the reception desk at all times with a Menu Yes
- 4: Associates are well groomed, pleasant and have the required SPA Knowledge.

  Yes
- 5: Appropriate, soothing music is playing and the Aroma is soothing Yes
- 6: Showers, Lockers and rest rooms are clean, dry and damage free

  Yes
- 7: All hard surfaces are free of marks and scratches.

  Yes
- 8: All the basins used for hair washing, Manicure pedicure are clean and damage free

  Yes
- 9: Treatment beds are fully made
  - Yes
- 10: The quality of the linen, Towels and Bath robes is as per standardsYes
- 11: Basic etiquette of greeting and seating a guest are followed by associates

  Yes
- 12: Spa associates are seated in their designated area and not lazing around 
  Yes