

Audit Report for Audit ID - AU00132-4

SNO	Public Area	NOVA	CONSETLLATION PRE FUNTION	SKY BAR	PI-ALL DAY DINING	OHM	CONESTELLATION	OMNI	ORION	LOBBY	VEGA	OBTAINED SCORE
1	Upholstery.	C	N/A	C	NC	C	C	C	C	C	C	80
2	Polishing.	C	NC	C	C	C	NC	NC	NC	C	C	60
3	Accessories.	C	C	C	C	NC	C	C	C	C	C	90
4	Banquet/Tables.	C	C	C	NC	C	C	C	C	N/A	C	80
5	Brass/Copper.	N/A	N/A	C	N/A	C	N/A	N/A	N/A	C	N/A	30
6	Window panes/Ledges.	N/A	NC	NC	NC	NC	N/A	N/A	N/A	N/A	N/A	0
7	Doors	C	C	C	C	C	C	C	C	NC	C	90
8	Signage's	C	C	C	C	C	C	C	C	C	C	100
9	Carpet.	NC	N/A	C	NC	C	NC	C	NC	C	NC	40
10	Ceiling.	C	NC	C	NC	C	NC	C	NC	C	C	60
11	Lights / TV	C	C	C	C	C	C	NC	NC	C	C	80
12	AC grills/Exhaust.	C	C	C	C	C	C	C	C	C	C	100
13	Walls.	C	NC	C	NC	C	C	NC	C	C	NC	60
14	Paintings.	C	C	C	C	C	C	C	C	C	C	100
15	Panels.	C	NC	N/A	C	C	C	C	C	C	C	80
16	Fabric.	NC	N/A	C	C	C	C	C	C	C	C	80
17	Floor.	C	C	C	C	NC	C	C	C	C	NC	80
18	Dusting.	C	NC	NC	C	C	C	C	NC	C	C	70
19	Skirting.	C	C	C	C	C	C	C	C	C	C	100
20	Furniture.	C	C	C	C	C	C	C	N/A	NC	C	80

SNO	Floors - Guest Rooms	902	618	1025	619	1027	311	321	411	1122	410	1125	506	819	505	923	806	907	714	904	710	OBTAINED SCORE
1	MAINTENANCE.	NC	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	NC	C	90
2	SUPP \ STATIONERY \ BATH LINEN	C	C	C	C	C	C	NC	C	C	C	C	C	C	C	C	C	C	NC	C	C	90
3	Ceiling	NC	C	C	C	C	C	C	C	C	C	C	C	C	NC	C	C	C	C	C	NC	85
4	Walls/ Photo Frames	C	C	C	C	C	NC	C	C	C	C	C	C	C	C	NC	C	C	C	NC	C	85
5	Floor	C	C	C	NC	NC	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	90
6	WINDOW PANE \ LEDGES	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
7	BED LINEN.	C	C	C	NC	C	C	C	C	C	C	NC	C	C	C	C	C	C	C	C	C	90
8	UPHOLSTRY \ CURTAINS	C	C	NC	NC	NC	C	NC	NC	NC	NC	NC	C	NC	C	C	C	C	C	C	NC	50
9	TV \ TEL \ AC.	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
10	SUPP \ STATIONERY.	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
11	MAINTENANCE	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
12	DUSTING	NC	NC	NC	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	85
13	TIDINESS.	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	NC	C	95
14	FURNITURE.	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
15	GUEST BATHROOMS.	NC	C	C	NC	C	C	NC	NC	C	NC	C	C	C	C	C	C	C	C	C	C	75
16	FLOORS.	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
17	BATHTUB \ WC.	C	C	C	C	C	C	C	NC	C	C	C	C	C	NC	NC	C	C	C	C	C	85
18	WASHBASIN \ COUNTER	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
19	MIRRORS.	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
20	DUSTING.	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100

SNO	Gloss Level	Marble Floor	OBTAINED SCORE	
1	Lobby	N/A	0	
2	Reception.	N/A	0	
3	Travel desk.	N/A	0	
4	OUT Entrance.	N/A	0	
5	Bell Desk	N/A	0	
6	Lobby lounge	N/A	0	
7	Lobby Entrance	N/A	0	
8	Guest elevator opposite	N/A	0	
9	Opposite to banquet office	N/A	0	
10	Gardenia entrance	N/A	N/A	N/A 0
11	Senate	N/A	0	
12	Prefunction of Residency	N/A	0	
13	Tulips	N/A	0	
14	Lobby Gents rest room	N/A	0	
15	Lobby Ladies rest room	N/A	0	
16	Banquets Gents rest room	N/A	0	
17	Banquets Ladies rest room	N/A	0	

SNO	Procedures	GUEST ROOMS	OBTAINED SCORE
1	Bathroom linen standardization.	C	100
2	Tea /coffee making facility in the room.	C	100
3	Room history maintenance.	C	100
4	Table / wardrobe drawers in guest rooms.	C	100
5	Housekeeping - Machines.	C	100
6	Housekeeping - Turndown service.	C	100
7	Bathroom amenities for double occupancy rooms.	C	100
8	Suite bathroom amenities .	C	100
9	Magazines provided to guest rooms.	C	100
10	Laundry - garment finishing standards.	C	100
11	Carpets.	C	100
12	Care and maintenance of runners.	N/A	0
13	Standardized in room items.	C	100
14	Sleep quality comfort.	C	100
15	Specification of cleaning chemicals.	C	100
16	Standardized bed linen / mattress / foundation.	C	100
17	Standardization of par levels for room linen and table linen.	C	100
18	Measurable instruments for quality / standards measurements.	C	100
19	Guest-laundry pickup.	C	100

SNO	Linen and Laundry	Linen, Laundry & Guest Laundry	OBTAINED SCORE
1	Linen room stacking	N/A	0
2	Par stocks	N/A	0
3	Annual indent	N/A	0
4	Discards	NC	0

5	Quality of uniforms	C	100
6	Quality of linen	C	100
7	Uniform calendar	C	100
8	Exchange timing	C	100
9	Uniform exchange system	C	100
10	Inventory of F&B Linen	C	100
11	Inventory of Room linen	C	100
12	Inventory of uniforms	C	100
13	Pick up collection standards	C	100
14	Sorting & Checking	C	100
15	Marking & Tagging	C	100
16	Processing	C	100
17	Finishing	C	100
18	Packing	C	100
19	Billing	C	100
20	Delivery	C	100
21	Condition of machines	C	100
22	Equipment, Preventive maintenance	C	100
23	Standardized chemicals	C	100
24	Sorting standards	C	100
25	Washing standards	C	100
26	Finishing standards	C	100
27	Stacking standards	C	100
28	Awareness of snow white initiatives	C	100
29	Comfortable temperature in laundry	C	100
30	Safe work practices	C	100
31	Use of safety equipment	C	100
32	Quality of processed articles	C	100

SNO	Records	Records & Reports	OBTAINED SCORE
1	Guest supplies	C	100
2	Cleaning supplies	C	100
3	Linen	C	100
4	Uniforms	C	100
5	Lost and found records	C	100
6	L&F issues to the claimant	NC	0
7	L&F storage	C	100
8	L&F Letters to guests	C	100
9	L&F Disposals	C	100
10	Room history	C	100
11	Duty roaster & allocation register	C	100
12	Attendance record	C	100
13	Log book messages and follow up	C	100
14	Occupancy report (Twice a day)	C	100
15	Under repair status	C	100
16	DND List	C	100
17	Property upkeep Report	C	100

18	Monthly meeting reports	C	100
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SNO	Contractual Service	Contractual Service	OBTAINED SCORE
1	Schedule of treatment for rooms	C	100
2	Schedule of treatment for kitchen	C	100
3	Schedule of treatment for F&B outlets	C	100
4	Standards of chemicals	C	100
5	Staff uniform and grooming	C	100
6	Effectiveness	C	100
7	Quality of flowers & flower vase	C	100
8	Costing	C	100
9	Skill knowledge	C	100
10	Maintenance of plants	NC	0
11	Quality of landscaping	C	100
12	Overall impression	C	100
13	Periphery of the hotel	C	100

SNO	Rest Rooms	GENTS TOILET	LADIES LOCKER	LOBBY GENTS REST ROOM	LOBBY LADIES REST ROOM	BANQUET GENTS REST ROOM	BANQUET LADIES REST ROOM	EXECUTIVES GENTS LOCKER	EXECUTIVES LADIES LOCKER	STAFF GENTS LOCKER	POOL SIDE MENS REST ROOM	POOL SIDE LADIES REST ROOM	FRACTILE BAR MENS	FRACTILE BAR LADIES	OBTAINED SCORE
1	Mattress / Other things	C	C	C	C	N/A	N/A	C	C	C	C	C	C	C	85
2	Taps.	NC	C	C	C	C	C	C	C	N/A	C	C	C	C	85
3	Maintenance.	NC	NC	NC	C	C	C	NC	NC	C	NC	C	C	C	54
4	Smell.	C	NC	C	C	C	C	C	C	C	C	C	C	C	92
5	Floor.	NC	NC	C	C	C	C	C	C	C	C	C	C	C	85
6	Tiles.	C	C	C	NC	C	C	C	C	N/A	C	C	C	C	85
7	W/C	C	NC	C	C	C	C	NC	C	N/A	C	C	C	C	77
8	Basin.	NC	C	C	NC	C	C	C	NC	N/A	C	C	C	C	69
9	Mirror	C	C	NC	C	NC	C	C	C	C	C	C	C	C	85
10	Soap /Supplies	C	C	C	C	C	C	C	C	C	C	C	C	C	100
11	Door /Walls / Ceiling	NC	C	C	C	C	C	C	C	C	C	C	NC	NC	77
12	Exhaust	C	NC	C	C	C	C	C	C	C	C	C	C	C	92
13	Urinal.	C	N/A	C	N/A	C	N/A	C	N/A	N/A	C	N/A	N/A	C	46