

## Audit Report for Audit ID - AU0074-1

SNO	Public Area	MUSTANG BAR	CONSULATE	LOBBY	SENATE	MEKONG	CONVENTION HALL	RNG	OUT	CHANCERY	RESIDENCY	TULIPS	OBTAINED SCORE
1	Furniture.	C	C	C	N/A	NC	C	N/A	C	C	N/A	NC	55
2	Upholstery.	C	N/A	C	N/A	C	C	N/A	C	C	N/A	C	64
3	Polishing.	C	C	C	N/A	C	N/A	N/A	C	C	N/A	C	64
4	Accessories.	C	C	C	N/A	C	C	N/A	C	C	N/A	C	73
5	Banquet/Tables.	C	C	C	N/A	NC	NC	N/A	C	NC	N/A	NC	36
6	Brass/Copper.	N/A	N/A	C	N/A	C	N/A	N/A	C	N/A	N/A	N/A	27
7	Window panes/Ledges.	N/A	N/A	C	N/A	C	NC	N/A	C	C	N/A	C	45
8	Doors	C	C	C	N/A	C	NC	N/A	C	C	N/A	N/A	55
9	Signage's	C	C	C	N/A	C	C	N/A	C	C	N/A	N/A	64
10	Carpet.	N/A	C	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	9
11	Ceiling.	NC	C	NC	N/A	NC	C	N/A	NC	C	N/A	C	36
12	Lights / TV	C	C	C	N/A	C	C	N/A	C	C	N/A	C	73
13	AC grills/Exhaust.	NC	C	C	N/A	C	C	N/A	C	C	N/A	C	64
14	Walls.	NC	C	NC	N/A	NC	N/A	N/A	C	C	N/A	C	36
15	Paintings.	C	C	N/A	N/A	NC	N/A	N/A	C	N/A	N/A	C	36
16	Panels.	C	C	N/A	N/A	C	N/A	N/A	C	C	N/A	N/A	45
17	Fabric.	N/A	N/A	N/A	N/A	C	N/A	N/A	C	C	N/A	N/A	27
18	Floor.	NC	NC	C	N/A	C	C	N/A	C	C	N/A	C	55
19	Dusting.	C	C	NC	N/A	C	C	N/A	C	C	N/A	C	64
20	Skirting.	NC	C	C	N/A	C	NC	N/A	C	C	N/A	C	55

SNO	Floors - Guest Rooms	504	301	501	314	609	206	610	426	434	202 - Occupied	341	428	241	406	409	411	415	337	509	334	OBTAINED SCORE	
1	FURNITURE.	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
2	GUEST BATHROOMS.	C	NC	NC	NC	C	C	C	C	C	C	C	C	NC	NC	C	NC	C	C	C	C	C	70
3	FLOORS.	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
4	BATHTUB \ WC.	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	NC	NC	90
5	WASHBASIN \ COUNTER	C	C	C	C	C	NC	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	95
6	MIRRORS.	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
7	DUSTING.	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
8	MAINTENANCE.	NC	NC	NC	C	C	NC	NC	C	NC	C	C	C	C	C	NC	NC	NC	NC	NC	C	C	50
9	SUPP \ STATIONERY \ BATH LINEN	C	C	C	C	NC	C	C	C	C	C	C	C	C	C	C	C	C	NC	NC	C	C	85
10	Ceiling	C	NC	C	C	C	NC	C	C	NC	C	NC	C	C	C	C	C	C	C	C	C	NC	75
11	Walls/ Photo Frames	C	C	NC	NC	NC	NC	NC	NC	NC	NC	C	C	C	NC	NC	C	C	C	C	C	NC	45
12	Floor	C	C	C	C	NC	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	95
13	WINDOW PANE \ LEDGES	C	C	C	NC	C	C	C	NC	NC	C	C	C	C	C	C	C	C	C	C	C	C	85
14	BED LINEN.	NC	NC	C	C	C	C	NC	C	C	C	NC	NC	NC	C	C	C	C	C	C	C	C	70
15	UPHOLSTRY \ CURTAINS	C	C	C	C	C	NC	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	95
16	TV \ TEL \ AC.	C	C	C	C	C	C	C	C	NC	C	C	NC	C	C	C	NC	C	C	C	C	NC	80
17	SUPP \ STATIONERY.	N/A	NC	C	C	C	C	C	C	C	C	C	C	NC	C	C	C	C	C	C	C	C	85
18	MAINTENANCE	C	C	C	C	C	C	C	NC	C	C	C	C	C	C	C	C	C	C	C	C	NC	90
19	DUSTING	C	C	C	C	C	C	C	C	C	C	NC	C	C	C	C	C	C	C	C	C	C	95
20	TIDINESS.	C	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	C	100
2	Reception.	C	100
3	Travel desk.	C	100

4	OUT Entrance.	C	100	
5	Bell Desk	C	100	
6	Lobby lounge	C	100	
7	Lobby Entrance	C	100	
8	Guest elevator opposite	C	100	
9	Opposite to banquet office	C	100	
10	Gardenia entrance	C	N/A	N/A 33
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.	NC	0
3	Room history maintenance.	C	100
4	Table / wardrobe drawers in guest rooms.	C	100
5	Housekeeping - Machines.	NC	0
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.	NC	0
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	C	100
2	Par stocks	C	100
3	Annual indent	C	100
4	Discards	C	100
5	Quality of uniforms	NC	0
6	Quality of linen	NC	0
7	Uniform calendar	NC	0
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	NC	0
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	NC	0
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	NC	0
4	Uniforms	C	100
5	Lost and found records	C	100
6	L&F issues to the claimant	C	100
7	L&F storage	C	100
8	L&F Letters to guests	C	100
9	L&F Disposals	NC	0
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	NC	0
18	Monthly meeting reports	C	100

SNO	Contractual Service	Contractual Service	OBTAINED SCORE
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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	C	100
11	Quality of landscaping	NC	0
12	Overall impression	C	100
13	Periphery of the hotel	C	100

SNO	Rest Rooms	LADIES LOCKER	LOBBY GENTS REST ROOM	LOBBY LADIES REST ROOM	BANQUET GENTS REST ROOM	BANQUET LADIES REST ROOM	EXECUTIVES GENTS LOCKER	OTB LADIES REST ROOM	OTB GENTS REST ROOM	STAFF GENTS LOCKER	OBTAINED SCORE
1	Taps.	NC	C	C	NC	C	C	N/A	NC	N/A	44
2	Maintenance.	C	NC	NC	NC	NC	NC	N/A	N/A	NC	11
3	Smell.	C	C	C	C	C	C	N/A	N/A	C	78
4	Floor.	NC	C	C	C	C	NC	N/A	N/A	C	56
5	Tiles.	NC	C	C	C	C	NC	N/A	N/A	NC	44
6	W/C	NC	NC	NC	NC	NC	C	N/A	N/A	C	22
7	Basin.	C	NC	C	NC	C	C	N/A	N/A	C	56
8	Mirror	C	C	C	C	C	C	N/A	N/A	C	78
9	Soap /Supplies	C	C	C	C	C	C	N/A	N/A	C	78
10	Door /Walls / Ceiling	NC	C	C	NC	C	C	N/A	NC	NC	44
11	Exhaust	C	C	C	C	C	C	N/A	NC	C	78
12	Urinal.	N/A	NC	N/A	C	N/A	C	N/A	NC	C	33
13	Mattress / Other things	NC	C	C	C	N/A	C	N/A	NC	NC	44