# Audit Report for Audit ID - AU0047-1 <u>Housekeeping Audit</u>

Audit Score 66/100

### **Details**

Audit	AU0047
Scheduled Audit	AU0047-1
Location	Hyderabad
Hotel	GreenPark Hotel- GPH
Department	House Keeping
Checklist	Housekeeping Audit
Audit Type	Internal
Auditor	Mr 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		Feb 2018		% of Increase / Decrease
S.No	Sections	SCORE OBTAINED		(-/ +)
1	Public Area	78	-	-
2	Procedures	62	-	-
3	Rest Rooms	63	-	-
4	Gloss Level	<b>5</b> 9	-	-
5	Linen and Laundry	72	-	-
6	Contractual Service	69	-	-
7	Records	67	-	-
8	Floors - Guest Rooms	62	-	-

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

### **Audit Questionnaire**

**Section:** Public Area **Subsection:** LOBBY

1: Doors



2: Signage's



3: Carpet.



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



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16	E: Polishing.  Yes		
17	7: Accessories. NC  No		
18	Banquet/Tables.  Yes		
19	9: Brass/Copper. NC  No		
20	Window panes/Ledges. NC  No		
	ection: Public Area ubsection: OUT		
1:	Doors Yes		
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	Example 2 Paper 2 Pape		
11	: Floor. NC  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
	ction: Public Area bsection: CHANCERY
1:	Doors NC No
2:	Signage's  Yes
3:	Carpet.  Not Applicable
4:	Ceiling. NC  No
5:	Lights / TV  Yes
6:	AC grills/Exhaust.  Yes
7:	Walls. NC  No

	Green Park Corporate Audit Team
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	

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4:	Ceiling.  Yes		
5:	Lights / TV  Yes		
6:	AC grills/Exhaust.  Yes		
7:	Walls.  Yes		
8:	Paintings.  Yes		
9:	Panels. NC No		
10:	Fabric. NC  No		
11:	Floor.  Yes		
12:	Dusting. NC  No		
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		

Green Park Corporate Audit Team. Section: Public Area Subsection: TULIPS 1: Doors NC No 2: Signage's NC No 3: Carpet. Not Applicable 4: Ceiling. ✓ Not Applicable 5: Lights / TV Yes 6: AC grills/Exhaust. Yes 7: Walls. NC No 8: Paintings. Yes 9: Panels. NC No 10: Fabric. Yes 11: Floor. NC No 12: Dusting. Yes 13: Skirting. Yes 14: Furniture. Yes 15: Upholstery. Yes

16: Polishing. Yes

17	7: Accessories.  OYes
18	B: Banquet/Tables.
	Yes
19	e: Brass/Copper.  Yes
20	O: Window panes/Ledges.  Yes
	ection: Public Area ubsection: MUSTANG BAR
1:	Doors  Yes
2:	Signage's  Yes
3:	Carpet.  Not Applicable
4:	Ceiling.  Yes
5:	Lights / TV  Yes
6:	AC grills/Exhaust. NC  No
7:	Walls. NC  No
8:	Paintings.  Yes
9:	Panels.  Yes
10	): Fabric.  Yes
11	: Floor.  Yes
12	2: 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
	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: 7	AC grills/Exhaust.  Yes
7: \	Walls.  Yes
8:	Paintings.  Yes

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9: Panels.  Yes	
10: Fabric. NC No	
11: Floor. NC	
<b>○</b> 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	
40. Proce/Copper	
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: Coiling	
4: Ceiling.  Yes	

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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.  Yes		
13:	Skirting. NC  No		
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		
	ction: Public Area bsection: SENATE		

		Green Park Corporate Audit Team
1:	Doors  Yes	
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.  Yes
20:	Window panes/Ledges.  Yes
Se	ction: Procedures
Sul	bsection: GUEST ROOMS
1:	Bathroom linen standardization. <b>NC</b> Rating: 5
2:	Tea /coffee making facility in the room. <b>NC</b> Rating: 6
3:	Room history maintenance. Rating: 10
4:	Table / wardrobe drawers in guest rooms. Rating: 10
5:	Housekeeping - Machines. <b>NC</b> 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. NC

Rating: 0

19: Guest-laundry pickup.

Rating: 10

Section: Rest Rooms

Subsection: GENTS TOILET

1: Taps. NC



2: Maintenance. NC



3: Smell. NC



4: Floor. NC



5: Tiles. NC



6: W/C



7: Basin. NC



8: Mirror NC



9: Soap /Supplies NC



10: Door /Walls / Ceiling



	Green Park Corporate Audit Tean
11: Exhaust  Yes	
12: Urinal.  Yes	
13: Mattress / Other yhings  Not Applicable	
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  Not Applicable	

Section: Rest Rooms

Subsection: LOBBY GENTS REST ROOM

1: Taps.



2: Maintenance. NC



3: Smell. NC



4: Floor.



5: Tiles. NC



6: W/C



7: Basin.



8: Mirror



9: Soap /Supplies



10: Door /Walls / Ceiling



11: Exhaust



12: Urinal.



13: Mattress / Other yhings



Section: Rest Rooms

Subsection: LOBBY LADIES REST ROOM

1: Taps.



2: Maintenance. NC



	Groom and Gorporate read roan
3: Smell.  Yes	
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  Yes	
12: Urinal.  Not Applicable	
13: Mattress / Other yhings  Not Applicable	
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	

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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.  Yes		
13:	Mattress / Other yhings  Not Applicable		
	ction: Rest Rooms bsection: BANQUET LADIES REST ROOM		
	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  Yes
12	2: Urinal.  Not Applicable
13	B: Mattress / Other yhings  Not Applicable
	ection: Rest Rooms ubsection: 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	I: Exhaust  Yes

	Green Park Corporate Audit Team
12: Urinal.  Yes	
13: Mattress / Other yhings  Not Applicable	
Section: Rest Rooms Subsection: CHANCERY GENTS	
1: Taps. NC No	
2: Maintenance.  Yes	
3: Smell.  Yes	
4: Floor. NC No	
5: Tiles.  Yes	
6: W/C NC  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	

	Green Park Corporate Audit Tean
1: Taps.  Yes	
2: Maintenance.  Yes	
3: Smell. NC No	
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	

		Green Park Corporate Audit Team
2	Floor. Yes	
5	i: Tiles.  Yes	
6	S: W/C Yes	
7	': Basin.  Yes	
8	B: Mirror  Yes	
S	Soap /Supplies  Yes	
1	0: Door /Walls / Ceiling NC  No	
1	1: Exhaust  Yes	
1	2: Urinal. NC  No	
1	3: Mattress / Other yhings  Not Applicable	
	Section: Floors - Guest Rooms Subsection: 251	
1	: Ceiling Yes	
2	Walls/ Photo Frames  Yes	
3	B: Floor  Yes	
4	: WINDOW PANE \ LEDGES  Yes	
Ę	i: BED LINEN.  Yes	
6	S: UPHOLSTRY \ CURTAINS NC  No	

7:	TV \ TEL \ AC. NC  No	
8:	SUPP \ STATIONERY. NC  No	
9:	MAINTENANCE  Yes	
10	DUSTING Yes	
11	TIDINESS.  Yes	
12	FURNITURE.  Yes	
13	GUEST BATHROOMS.  Yes	
14	FLOORS.  Yes	
15	BATHTUB\WC.	
16	WASHBASIN \ COUNTER Yes	
17	MIRRORS.  Yes	
18	DUSTING.  Yes	
19	MAINTENANCE.  Yes	
20	SUPP \ STATIONERY \ BATH LINEN  Yes	
	ction: Floors - Guest Rooms bsection: 335	
1:	Ceiling  Yes	
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.  Yes
8:	SUPP\STATIONERY.  Yes
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

SUPP \ STATIONE

No

20: SUPP\STATIONERY\BATH LINEN NC

Section: Floors - Guest Rooms

Subsection: 337

1: Ceiling Yes

2: Walls/ Photo Frames NC



3: Floor Yes

4: WINDOW PANE \ LEDGES NC



5: BED LINEN. NC



6: UPHOLSTRY \ CURTAINS NC



7: TV \ TEL \ AC. NC



8: SUPP\STATIONERY.



9: MAINTENANCE



10: DUSTING NC



11: TIDINESS.



12: FURNITURE. NC



13: GUEST BATHROOMS. NC



14: FLOORS. NC



	· · · · · · · · · · · · · · · · · · ·
15:	BATHTUB \ WC. NC  No
16:	WASHBASIN \ COUNTER  Yes
17:	MIRRORS. NC  No
18:	DUSTING.  Yes
19:	MAINTENANCE. NC  No
20:	SUPP \ STATIONERY \ BATH LINEN NC  No
	tion: Floors - Guest Rooms esection: 338
1:	Ceiling  Yes
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.  Yes
9:	MAINTENANCE NC  No
10:	DUSTING NC  No

11:	TIDINESS. NC  No	
12:	FURNITURE. NC  No	
13:	GUEST BATHROOMS. NC  No	
14:	FLOORS. NC  No	
15:	BATHTUB \ WC.  Yes	
16:	WASHBASIN \ COUNTER  Yes	
17:	MIRRORS.  Yes	
18:	DUSTING.  Yes	
19:	MAINTENANCE.  Not Applicable	
20:	SUPP \ STATIONERY \ BATH LINEN  Yes	
	tion: Floors - Guest Rooms section: 347	
1: (	Ceiling NC  No	
2: \	Walls/ Photo Frames NC  No	
3: I	Floor NC No	
4: \	WINDOW PANE \ LEDGES NC No	
5: I	BED LINEN. NC  No	
6: I	UPHOLSTRY \ CURTAINS NC  No	

7:	TV \ TEL \ AC. NC  No	
8:	SUPP\STATIONERY. NC  No	
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.  Yes	
20:	SUPP \ STATIONERY \ BATH LINEN NC  No	
	ction: Floors - Guest Rooms bsection: 339	
1:	Ceiling Yes	
2:	Walls/ Photo Frames NC  No	

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



20: SUPP \ STATIONERY \ BATH LINEN



Section: Floors - Guest Rooms

Subsection: 313

- 1: Ceiling Yes
- 2: Walls/ Photo Frames NC



3: Floor NC



4: WINDOW PANE \ LEDGES NC



5: BED LINEN.



6: UPHOLSTRY \ CURTAINS NC



7: TV \ TEL \ AC. NC



8: SUPP\STATIONERY.



9: MAINTENANCE NC



10: DUSTING NC



11: TIDINESS.



12: FURNITURE. NC



13: GUEST BATHROOMS. NC



14: FLOORS.



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
	etion: Floors - Guest Rooms psection: 311
1:	Ceiling Yes
2:	Walls/ Photo Frames  Yes
3:	Floor NC No
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
10:	DUSTING NC  No

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	TIDINESS.  Yes		
	FURNITURE.  Yes		
	GUEST BATHROOMS. NC  No		
	FLOORS. NC  No		
	BATHTUB \ WC. NC  No		
	WASHBASIN \ COUNTER  Yes		
	MIRRORS.  Yes		
	DUSTING.  Yes		
	MAINTENANCE.  Yes		
	SUPP \ STATIONERY \ BATH LINEN NC  No		
	ion: Floors - Guest Rooms section: 326		
	Ceiling  Yes		
	Valls/ Photo Frames <b>NC</b> No		
3: F	loor Yes		
	VINDOW PANE \ LEDGES NC  No		
	BED LINEN. NC  No		
6: L	JPHOLSTRY \ 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	
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 bsection: 256	
1:	Ceiling  Yes	
2:	Walls/ Photo Frames  Yes	

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;	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.  OYes	
!	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
	ction: Floors - Guest Rooms bsection: 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
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
	ction: Floors - Guest Rooms bsection: 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.  OYes
9:	MAINTENANCE  Yes
10:	DUSTING  Yes
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
20:	SUPP \ STATIONERY \ BATH LINEN  Yes
	ction: Floors - Guest Rooms osection: 138
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.  Yes
8:	SUPP \ STATIONERY.  OYes
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

1: Ceiling		ction: Floors - Guest Rooms bsection: 140
<ul> <li>Pyes</li> <li>Floor</li> <li>Yes</li> <li>WINDOW PANE \LEDGES</li> <li>Yes</li> <li>BED LINEN.</li> <li>Yes</li> <li>UPHOLSTRY\CURTAINS</li> <li>Yes</li> <li>TV\TEL\AC.</li> <li>Yes</li> <li>SUPP\STATIONERY.</li> <li>Yes</li> <li>MAINTENANCE</li> <li>Yes</li> <li>DUSTING NC</li> <li>No</li> <li>TIDINESS.</li> <li>Yes</li> <li>FURNITURE.</li> <li>Yes</li> <li>GUEST BATHROOMS.</li> <li>Yes</li> <li>FLOORS.</li> <li>Yes</li> <li>BATHTUB\WC.</li> </ul>	1:	
<ul> <li>Yes</li> <li>WINDOW PANE \ LEDGES</li> <li>Yes</li> <li>BED LINEN.</li> <li>Yes</li> <li>UPHOLSTRY\CURTAINS</li> <li>Yes</li> <li>TV\TEL\AC.</li> <li>Yes</li> <li>SUPP\STATIONERY.</li> <li>Yes</li> <li>MAINTENANCE</li> <li>Yes</li> <li>DUSTING NC</li> <li>No</li> <li>TIDINESS.</li> <li>Yes</li> <li>FURNITURE.</li> <li>Yes</li> <li>GUEST BATHROOMS.</li> <li>Yes</li> <li>FLOORS.</li> <li>Yes</li> <li>BATHTUB\WC.</li> </ul>	2:	_
<ul> <li>Yes</li> <li>5: BED LINEN.</li></ul>	3:	_
<ul> <li>Yes</li> <li>6: UPHOLSTRY\CURTAINS <ul> <li>Yes</li> </ul> </li> <li>7: TV\TEL\AC.</li> <li>Yes</li> <li>8: SUPP\STATIONERY.</li> <li>Yes</li> </ul> <li>9: MAINTENANCE <ul> <li>Yes</li> </ul> </li> <li>10: DUSTING NC</li> <li>No</li> <li>11: TIDINESS.</li> <li>Yes</li> <li>12: FURNITURE.</li> <li>Yes</li> <li>13: GUEST BATHROOMS.</li> <li>Yes</li> <li>14: FLOORS.</li> <li>Yes</li> <li>15: BATHTUB\WC.</li>	4:	_
<ul> <li>Yes</li> <li>7: TV\TEL\AC.</li> <li>Yes</li> <li>8: SUPP\STATIONERY.</li> <li>Yes</li> <li>9: MAINTENANCE</li> <li>Yes</li> <li>10: DUSTING NC</li> <li>No</li> <li>11: TIDINESS.</li> <li>Yes</li> <li>12: FURNITURE.</li> <li>Yes</li> <li>13: GUEST BATHROOMS.</li> <li>Yes</li> <li>14: FLOORS.</li> <li>Yes</li> <li>15: BATHTUB\WC.</li> </ul>	5:	_
<ul> <li>Yes</li> <li>8: SUPP\STATIONERY. <ul> <li>Yes</li> </ul> </li> <li>9: MAINTENANCE</li> <ul> <li>Yes</li> </ul> <li>10: DUSTING NC</li> <ul> <li>No</li> </ul> <li>11: TIDINESS.</li> <li>Yes</li> </ul> <li>12: FURNITURE.</li> <ul> <li>Yes</li> </ul> <li>13: GUEST BATHROOMS.</li> <li>Yes</li> <li>14: FLOORS.</li> <li>Yes</li> <li>15: BATHTUB\WC.</li>	6:	
<ul> <li>Yes</li> <li>9: MAINTENANCE <ul> <li>Yes</li> </ul> </li> <li>10: DUSTING NC</li> <li>No</li> <li>11: TIDINESS.</li> <li>Yes</li> </ul> <li>12: FURNITURE.</li> <li>Yes</li> <li>13: GUEST BATHROOMS.</li> <li>Yes</li> <li>14: FLOORS.</li> <li>Yes</li> <li>15: BATHTUB \ WC.</li>	7:	
<ul> <li>Yes</li> <li>10: DUSTING NC <ul> <li>No</li> </ul> </li> <li>11: TIDINESS. <ul> <li>Yes</li> </ul> </li> <li>12: FURNITURE. <ul> <li>Yes</li> </ul> </li> <li>13: GUEST BATHROOMS. <ul> <li>Yes</li> </ul> </li> <li>14: FLOORS. <ul> <li>Yes</li> </ul> </li> <li>15: BATHTUB \ WC.</li> </ul>	8:	
<ul> <li>No</li> <li>11: TIDINESS. <ul> <li>Yes</li> </ul> </li> <li>12: FURNITURE. <ul> <li>Yes</li> </ul> </li> <li>13: GUEST BATHROOMS. <ul> <li>Yes</li> </ul> </li> <li>14: FLOORS. <ul> <li>Yes</li> </ul> </li> <li>15: BATHTUB\WC.</li> </ul>	9:	
Yes  12: FURNITURE. Yes  13: GUEST BATHROOMS. Yes  14: FLOORS. Yes  15: BATHTUB\WC.	10:	
Yes  13: GUEST BATHROOMS. Yes  14: FLOORS. Yes  15: BATHTUB\WC.	11:	
Yes  14: FLOORS.  Yes  15: BATHTUB\WC.	12:	_
Yes  15: BATHTUB\WC.	13:	
	14:	
	15:	
16: WASHBASIN \ COUNTER  Yes	16:	_

	<b>'</b>	<u>'</u>
1	7: MIRRORS.  Yes	
1	8: DUSTING.  Yes	
1	9: MAINTENANCE.  Yes	
2	20: SUPP \ STATIONERY \ BATH LINEN NC  No	
	Section: Floors - Guest Rooms Subsection: 143	
1	: Ceiling  Yes	
2	Walls/ Photo Frames  Yes	
3	S: Floor  Yes	
4	: WINDOW PANE \ LEDGES  Yes	
5	E BED LINEN.  Yes	
6	: UPHOLSTRY\CURTAINS  Yes	
7	TV \ TEL \ AC. NC  No	
8	S: SUPP\STATIONERY.  Yes	
9	Yes	
1	0: DUSTING  Yes	
1	1: TIDINESS.  Yes	
1	2: 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
20:	SUPP \ STATIONERY \ BATH LINEN  Yes
	ction: Floors - Guest Rooms bsection: 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  No	
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  Yes	
	ction: Floors - Guest Rooms bsection: 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  No
8:	SUPP \ STATIONERY.  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
	etion: Floors - Guest Rooms psection: 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  No	
14	: FLOORS.  Yes	
15	: BATHTUB\WC.	
16	: WASHBASIN \ COUNTER  Yes	
17	: MIRRORS.  O Yes	

	Groom rum Gorporato mad	iic i oaiii
18: DUSTING.  Yes		
19: MAINTENANCE.  Yes		
20: SUPP\STATIONERY\BATH LINEN  Yes		
Section: Floors - Guest Rooms Subsection: 141		
1: Ceiling  Yes		
2: Walls/ Photo Frames NC No		
3: Floor NC No		
4: WINDOW PANE \ LEDGES  Yes		
5: BED LINEN. NC  No		
6: UPHOLSTRY \ CURTAINS NC  No		
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		

	Green Park Corporate Audit Team
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	
Section: Gloss Level Subsection: 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 <b>NC</b> 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

Not Applicable

24:	Sorting standards  Not Applicable
25:	Washing standards  Not Applicable
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
	ction: Contractual Service bsection: 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

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