

Audit Report for Audit ID - AU0060-1

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

SNO	Floors - Guest Rooms	334	224	108	302	210	236	220	606	502	509	501	406	515	405	303	404	304	414	226	336	OBTAINED SCORE
1	WINDOW PANE \ LEDGES	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
2	BED LINEN.	C	C	C	NC	C	C	C	NC	C	NC	C	C	C	C	C	C	C	C	C	C	85
3	UPHOLSTRY \ CURTAINS	NC	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	NC	C	90
4	TV \ TEL \ AC.	C	NC	C	C	C	C	C	C	C	C	C	C	C	C	NC	C	C	C	C	C	90
5	SUPP \ STATIONERY.	NC	C	C	C	NC	C	C	C	C	C	C	C	NC	C	NC	NC	NC	C	C	NC	65
6	MAINTENANCE	C	C	C	C	NC	C	C	C	C	NC	C	NC	C	NC	C	NC	C	NC	C	C	70
7	DUSTING	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
8	TIDINESS.	C	C	C	NC	C	NC	C	C	C	C	C	C	C	C	C	C	C	C	C	C	90
9	FURNITURE.	C	C	C	NC	C	C	C	C	C	C	C	C	C	C	C	C	C	C	NC	C	90
10	GUEST BATHROOMS.	C	NC	C	NC	C	C	NC	NC	C	NC	C	C	NC	C	C	NC	C	C	C	C	65
11	FLOORS.	C	C	C	C	C	C	NC	C	C	C	C	C	C	C	C	C	C	C	C	C	95
12	BATHTUB \ WC.	C	NC	C	C	C	NC	C	C	NC	C	NC	NC	C	C	C	NC	C	NC	NC	NC	55
13	WASHBASIN \ COUNTER	C	C	C	C	C	C	C	NC	C	C	C	C	C	C	C	C	C	C	C	C	95
14	MIRRORS.	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	NC	C	C	C	95
15	DUSTING.	C	C	NC	NC	C	C	C	NC	C	C	C	C	C	C	C	C	C	C	C	C	85
16	MAINTENANCE.	C	NC	NC	C	C	C	C	NC	C	C	C	C	C	C	NC	C	C	C	C	C	80
17	SUPP \ STATIONERY \ BATH LINEN	C	C	C	NC	C	C	C	C	C	C	C	C	C	C	C	C	NC	C	C	C	90
18	Ceiling	C	C	C	NC	C	C	C	C	C	C	C	NC	C	C	C	NC	C	C	C	C	85
19	Walls/ Photo Frames	NC	C	C	NC	NC	C	C	C	C	NC	NC	C	C	C	C	C	NC	C	C	NC	65
20	Floor	C	C	C	C	C	C	C	NC	C	NC	C	C	C	C	C	C	C	C	C	C	90

SNO	Gloss Level	Marble Floor	OBTAINED SCORE
1	Lobby	NC	0
2	Reception.	C	100

3	Travel desk.	C	100	
4	OUT Entrance.	N/A	0	
5	Bell Desk	C	100	
6	Lobby lounge	NC	0	
7	Lobby Entrance	C	100	
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	Standardized bed linen / mattress / foundation.	C	100
2	Standardization of par levels for room linen and table linen.	NC	0
3	Measurable instruments for quality / standards measurements.	C	100
4	Guest-laundry pickup.	C	100
5	Bathroom linen standardization.	C	100
6	Tea /coffee making facility in the room.	C	100
7	Room history maintenance.	C	100
8	Table / wardrobe drawers in guest rooms.	C	100
9	Housekeeping - Machines.	NC	0
10	Housekeeping - Turndown service.	C	100
11	Bathroom amenities for double occupancy rooms.	C	100
12	Suite bathroom amenities .	C	100
13	Magazines provided to guest rooms.	C	100
14	Laundry - garment finishing standards.	C	100
15	Carpets.	NC	0
16	Care and maintenance of runners.	C	100
17	Standardized in room items.	NC	0
18	Sleep quality comfort.	NC	0
19	Specification of cleaning chemicals.	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	NC	0
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	NC	0
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	NC	0
22	Equipment, Preventive maintenance	C	100
23	Standardized chemicals	NC	0
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	NC	0
29	Comfortable temperature in laundry	C	100
30	Safe work practices	C	100
31	Use of safety equipment	NC	0
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	NC	0
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	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)	NC	0
15	Under repair status	C	100
16	DND List	C	100
17	Property upkeep Report	C	100
18	Monthly meeting reports	C	100

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	NC	0
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	NC	0
12	Overall impression	NC	0
13	Periphery of the hotel	N/A	0

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.	C	NC	NC	C	C	C	C	NC	C	67
2	Maintenance.	NC	NC	NC	NC	NC	C	NC	NC	NC	11
3	Smell.	C	C	C	C	C	C	C	C	NC	89
4	Floor.	C	C	C	C	C	NC	C	NC	C	78
5	Tiles.	NC	C	C	C	NC	C	NC	NC	C	56
6	W/C	NC	C	NC	C	NC	C	C	C	C	67
7	Basin.	C	NC	NC	NC	C	C	C	NC	C	56
8	Mirror	C	NC	C	NC	C	C	C	C	NC	67
9	Soap /Supplies	C	C	C	C	C	C	C	C	C	100
10	Door /Walls / Ceiling	C	NC	C	C	NC	C	C	NC	C	67
11	Exhaust	C	C	NC	C	C	C	C	C	C	89
12	Urinal.	C	C	N/A	NC	C	C	N/A	NC	C	56
13	Mattress / Other things	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0