

Audit Report for Audit ID - AU00491-3

SPA - Daily Check List

Audit Score

93/100

Details

Audit	AU00491
Scheduled Audit	AU00491-3
Location	Hyderabad
Hotel	Marigold Hotel
Department	House Keeping
Checklist	SPA - Daily Check List
Audit Type	Internal
Auditor	HK Marigold
Start Date	03-05-2019
End Date	03-05-2019
Submitted Date	03-05-2019
Status	Completed
Assigned By	Administrator Account
Non-Compliance	3
Chronic Issues	1

Comparison

MARIGOLD HOTEL SPA - DAILY CHECK LIST					
SPA - DAILY CHECK LIST		May 2019	May 2019	VARIANCE	% of Increase / Decrease (-/+)
S.No	Sections	SCORE OBTAINED	SCORE OBTAINED		
1	SPA	91	93	2	2.2%
Audit Score		● 91	● 93	2	2.2%

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

Non-Compliance

Section: SPA

Subsection: Receptionist & other staff

1: Name Badge to be prominently displayed **NC**

☒ No

Section: SPA

Subsection: Therapy Rooms

1: Lights and AC in working condition **NC**

☒ No

Section: SPA

Subsection: WC Area

1: WC **NC**

☒ No

Chronic

Section: SPA

Subsection: Receptionist & other staff

1: Name Badge to be prominently displayed **NC**

☒ No

Audit Questionnaire

Section: SPA**Subsection: Receptionist & other staff**

- 1: Suttle make up
☒ Yes
- 2: Nails trimmed
☒ Yes
- 3: Hair tied in a bun
☒ Yes
- 4: Uniform fresh and crisp
☒ Yes
- 5: Foot wear - Crocks for Saloon, other area and slippers (Washable) in therapy rooms
☒ Yes
- 6: Jewellery - No bangles, No bracelets - Simple neck chain, ear rings and piercings are permitted
☒ Yes
- 7: Name Badge to be prominently displayed **NC**
☒ No
- 8: Staff to use Deodarant while coming to duty and also before start of service
☒ Yes
- 9: Hands to be washed before start of any treatment and anounced to guest
☒ Yes

Section: SPA**Subsection: Reception desk**

- 1: All items well organised
☒ Yes
- 2: Fragrance as per standard - Aroma stick / oil burner is on
☒ Yes
- 3: All lights and AC working
☒ Yes
- 4: Check for Drinking water bottles for guest - Minimum 12 nos
☒ Yes

Section: SPA

Subsection: Manicure & Pedicure Area

- 1: All supplies stored neatly and organised well
☒ Yes
- 2: Loose tools and equipments clean(no smugdes/grease)
☒ Yes
- 3: Chairs clean and in good condition
☒ Yes
- 4: Bowls clean and free from stains and water marks
☒ Yes

Section: SPA**Subsection:** Hair Styling Saloon

- 1: Chairs clean and in good condition
☒ Yes
- 2: Small and loose tools/Equipments clean and organised
☒ Yes
- 3: Mirrors and lights clean and free from smudges/stains
☒ Yes
- 4: Floor clean and free of hair strands/trimmings
☒ Yes
- 5: Aprons are clean and free of stains
☒ Yes
- 6: All supplies stored neatly and organised well
☒ Yes

Section: SPA**Subsection:** Therapy Rooms

- 1: Bed sheets are clean and smelling fresh
☒ Yes
- 2: Towels free from smell and stains
☒ Yes
- 3: Fragrance as per standard
☒ Yes
- 4: Floor clean and not greasy
☒ Yes
- 5: Lights and AC in working condition **NC**

☐ No

6: Any disposables - aprons, inners, bed sheets of good quality in plain white colour to be used

☒ Yes

Section: SPA

Subsection: Shower area

1: Taps,Floor,Tiles,Shower clean and free from soap scum

☒ Yes

2: Water scales

☒ Yes

3: Supplies in place

☒ Yes

4: Shampoo,Shower gel,Fresh towels available

☒ Yes

5: Lights working

☒ Yes

6: Toilet paper available

☒ Yes

7: Shower & Taps working

☒ Yes

Section: SPA

Subsection: Steam Room

1: Clean & no traces of fungus

☒ Yes

2: Floor clean

☒ Yes

3: Smelling fresh

☒ Yes

4: All lights working

☒ Yes

Section: SPA

Subsection: WC Area

1: All sanitary fixtures clean and working in good condition.

☒ Yes

2: WC **NC**

☒ No

3: Flush

☒ Yes

4: Toilet Roll Holder

☒ Yes

5: Health Faucet

☒ Yes