

Audit Report for Audit ID - AU00133-1

| SNO | Public Area | MUSTANG BAR | VIJAYA | PALLAVI | BHARINI | LOBBY | BOARD ROOM 1 | VAUHINI | BOARD ROOM 2 | CONVENTION HALL | SESHMAHAL | RNG | OUT | TULIPS | OBTAINED SCORE |
|-----|----------------------|-------------|--------|---------|---------|-------|--------------|---------|--------------|-----------------|-----------|-----|-----|--------|----------------|
| 1 | AC grills/Exhaust. | C | NC | C | C | C | C | NC | C | C | NC | N/A | C | C | 69 |
| 2 | Walls. | C | C | C | C | C | C | C | C | C | C | NC | C | C | 92 |
| 3 | Paintings. | N/A | C | N/A | C | C | N/A | C | C | N/A | C | N/A | C | C | 62 |
| 4 | Panels. | NC | C | C | C | C | C | C | C | NC | C | NC | C | C | 77 |
| 5 | Fabric. | C | C | C | C | C | C | C | C | C | NC | C | C | C | 92 |
| 6 | Floor. | NC | NC | C | NC | C | C | NC | C | C | C | C | NC | C | 62 |
| 7 | Dusting. | C | C | C | C | C | C | C | C | C | C | C | NC | C | 92 |
| 8 | Skirting. | C | C | C | C | C | C | C | C | C | C | C | C | C | 100 |
| 9 | Furniture. | C | C | C | C | C | C | C | C | C | C | C | C | NC | 92 |
| 10 | Upholstery. | C | C | C | C | C | C | C | C | C | C | C | C | C | 100 |
| 11 | Polishing. | C | C | C | C | C | C | C | C | C | C | C | C | C | 100 |
| 12 | Accessories. | C | C | C | C | C | C | C | C | C | C | C | C | C | 100 |
| 13 | Banquet/Tables. | C | C | NC | C | C | C | C | C | C | C | C | C | C | 92 |
| 14 | Brass/Copper. | N/A | N/A | C | C | C | C | C | N/A | N/A | N/A | N/A | C | N/A | 46 |
| 15 | Window panes/Ledges. | C | N/A | C | C | C | C | C | C | C | C | C | C | C | 92 |
| 16 | Doors | C | C | NC | C | C | C | NC | C | C | C | C | C | NC | 77 |
| 17 | Signage's | C | C | C | C | C | C | C | C | C | C | C | C | C | 100 |
| 18 | Carpet. | N/A | NC | C | C | C | N/A | NC | C | N/A | NC | N/A | NC | N/A | 31 |
| 19 | Ceiling. | C | C | C | C | C | C | C | C | NC | C | C | C | C | 92 |
| 20 | Lights / TV | NC | C | C | C | NC | C | C | C | NC | NC | C | NC | NC | 54 |

| SNO | Floors - Guest Rooms | 637 | 634 | 225 | 609 | 328 | 308 | 341 | 239 | 408 | 230 | 512 | 333 | 537 | 409 | 518 | 440 | 511 | 505 | 635 | 636 | OBTAINED SCORE |
|-----|--------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|----------------|
| 1 | GUEST BATHROOMS. | C | C | C | C | NC | C | NC | C | NC | C | C | C | C | C | NC | C | C | C | C | C | 80 |
| 2 | FLOORS. | C | C | C | NC | NC | C | C | C | NC | NC | C | C | NC | NC | NC | NC | C | C | C | C | 60 |
| 3 | BATHTUB \ WC. | NC | NC | C | NC | C | C | NC | C | NC | NC | NC | C | NC | NC | NC | NC | NC | NC | C | C | 35 |
| 4 | WASHBASIN \ COUNTER | C | NC | NC | NC | NC | C | NC | C | NC | C | NC | C | C | NC | NC | C | C | NC | NC | C | 45 |
| 5 | MIRRORS. | C | C | C | C | C | C | C | C | C | C | C | C | C | C | C | C | C | C | C | C | 100 |
| 6 | DUSTING. | C | C | NC | C | C | C | C | C | C | C | C | C | C | C | C | C | C | C | C | C | 95 |
| 7 | MAINTENANCE. | NC | C | NC | NC | NC | NC | NC | C | NC | C | C | C | NC | C | C | C | C | C | NC | C | 55 |
| 8 | SUPP \ STATIONERY \ BATH LINEN | NC | NC | C | C | NC | C | NC | C | C | C | C | C | C | NC | C | NC | NC | NC | NC | 53 | |
| 9 | Ceiling | C | C | NC | NC | C | NC | NC | NC | C | C | C | C | NC | C | NC | C | C | C | NC | C | 60 |
| 10 | Walls/ Photo Frames | C | NC | C | NC | C | C | C | C | NC | C | C | C | NC | C | C | C | C | C | NC | C | 75 |
| 11 | Floor | C | C | C | C | C | NC | NC | C | NC | C | NC | C | C | NC | C | C | NC | C | C | C | 70 |
| 12 | WINDOW PANE \ LEDGES | NC | NC | C | C | C | NC | NC | C | C | NC | C | C | C | NC | NC | C | NC | NC | NC | NC | 45 |
| 13 | BED LINEN. | NC | C | NC | NC | NC | NC | NC | C | NC | C | NC | C | NC | C | NC | C | NC | NC | C | NC | 35 |
| 14 | UPHOLSTRY \ CURTAINS | NC | NC | C | NC | NC | C | NC | C | C | C | C | C | C | C | NC | C | C | C | C | C | 70 |
| 15 | TV \ TEL \ AC. | C | C | C | C | C | C | NC | C | NC | C | NC | C | C | C | NC | C | C | C | C | C | 80 |
| 16 | SUPP \ STATIONERY. | C | C | NC | C | C | C | C | C | C | C | NC | C | C | C | NC | C | NC | NC | C | C | 75 |
| 17 | MAINTENANCE | NC | NC | NC | NC | C | C | NC | C | NC | C | NC | C | C | C | C | C | C | C | NC | NC | 55 |
| 18 | DUSTING | C | C | C | NC | C | C | NC | C | C | C | NC | C | C | C | C | C | C | C | C | C | 85 |
| 19 | TIDINESS. | C | C | C | C | C | C | C | NC | C | C | C | C | C | C | C | C | NC | NC | C | C | 85 |
| 20 | FURNITURE. | NC | C | C | NC | C | NC | NC | C | C | C | NC | C | C | C | C | C | C | C | C | NC | 70 |

| 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. | 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. | NC | 0 |
| 11 | Carpets. | NC | 0 |
| 12 | Care and maintenance of runners. | C | 100 |
| 13 | Standardized in room items. | NC | 0 |
| 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 | NC | 0 |
| 2 | Par stocks | C | 100 |
| 3 | Annual indent | C | 100 |
| 4 | Discards | NC | 0 |
| 5 | Quality of uniforms | C | 100 |
| 6 | Quality of linen | NC | 0 |

| | | | |
|----|-------------------------------------|----|-----|
| 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 | 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 | NC | 0 |
| 22 | Equipment, Preventive maintenance | C | 100 |
| 23 | Standardized chemicals | C | 100 |
| 24 | Sorting standards | NC | 0 |
| 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 | NC | 0 |
| 32 | Quality of processed articles | NC | 0 |

| 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 | 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 | 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 | 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 | C | 100 |
| 12 | Overall impression | C | 100 |
| 13 | Periphery of the hotel | C | 100 |

| SNO | Rest Rooms | BANQUET LADIES REST ROOM | EXECUTIVES GENTS LOCKER | EXECUTIVES LADIES LOCKER | STAFF GENTS LOCKER | POOL SIDE MENS REST ROOM | POOL SIDE LADIES REST ROOM | BAR LADIES | BAR GENTS | GENTS TOILET | LADIES LOCKER | LOBBY GENTS REST ROOM | LOBBY LADIES REST ROOM | BANQUET GENTS REST ROOM | OBTAINED SCORE |
|-----|----------------------------|-----------------------------------|-------------------------------|--------------------------------|--------------------------|--------------------------------------|--|---------------|--------------|-----------------|------------------|--------------------------------|---------------------------------|----------------------------------|-------------------|
| 1 | Door /Walls / Ceiling | C | C | C | C | C | C | C | NC | C | C | C | NC | NC | 77 |
| 2 | Exhaust | C | C | C | C | C | C | C | C | C | C | C | C | C | 100 |
| 3 | Urinal. | N/A | NC | N/A | C | C | N/A | N/A | C | C | N/A | C | N/A | C | 46 |
| 4 | Mattress / Other things | N/A | C | C | C | N/A | N/A | N/A | N/A | C | C | N/A | N/A | N/A | 38 |
| 5 | Taps. | C | C | C | C | C | C | C | C | C | C | C | C | C | 100 |
| 6 | Maintenance. | C | C | NC | C | NC | C | C | C | NC | C | NC | NC | NC | 54 |
| 7 | Smell. | C | NC | C | C | C | C | C | C | C | C | C | C | C | 92 |
| 8 | Floor. | C | C | C | C | NC | C | NC | NC | C | C | C | C | C | 77 |
| 9 | Tiles. | C | C | C | C | C | C | C | C | C | C | C | C | C | 100 |
| 10 | W/C | C | C | C | C | C | C | NC | C | C | C | C | C | C | 92 |
| 11 | Basin. | C | C | C | C | C | C | C | C | C | C | C | C | C | 100 |
| 12 | Mirror | C | C | C | C | C | C | C | C | C | C | C | C | C | 100 |
| 13 | Soap /Supplies | C | C | C | C | C | C | C | NC | C | C | C | C | C | 92 |