

Audit Report for Audit ID - AU00132-1

Housekeeping Audit


Audit Score

90/100

Details

Audit	AU00132
Scheduled Audit	AU00132-1
Location	Hyderabad
Hotel	AVASA Hotel
Department	House Keeping
Checklist	Housekeeping Audit
Audit Type	Internal
Auditor	Uday Bhasker Reddy
Start Date	01-01-2018
End Date	31-01-2018
Submitted Date	20-02-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	89
Chronic Issues	15

Comparison

AVASA HOTEL HOUSEKEEPING AUDIT				
HOUSEKEEPING AUDIT		Jan 2018	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED		
1	Public Area	89	-	-
2	Procedures	92	-	-
3	Rest Rooms	81	-	-
4	Linen and Laundry	93	-	-
5	Contractual Service	92	-	-
6	Records	94	-	-
7	Floors - Guest Rooms	92	-	-
Audit Score		 90	-	-

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

Non-Compliance

Section: Public Area

Subsection: LOBBY

1: AC grills/Exhaust. **NC**

☒ No

Observation Text :

Round AC grill to be cleaned

2: Walls. **NC**

☒ No

Observation Text :

Wall to be dusted aboce AC grills at guest lounge

Section: Public Area

Subsection: SKY BAR

1: Ceiling. **NC**

☒ No

Observation Text :

Seepage at entrance

2: Floor. **NC**

☒ No

Observation Text :

Floor corners to be cleaned

3: Furniture. **NC**

☒ No

Observation Text :

One Sofa upholstery worn out

Section: Public Area

Subsection: PI-ALL DAY DINING

1: Walls. **NC**

☒ No

Observation Text :

wall paper damaged

2: Paintings. **NC**

☒ No

Observation Text :

Dust formation on photo frame

3: Floor. **NC**

☒ No

Observation Text :
Scratches on wooden floor

Section: Public Area

Subsection: OHM

1: Paintings. **NC**

☒ No

Observation Text :
Picture frame tilted

Section: Public Area

Subsection: CONESTELLATION

1: Fabric. **NC**

☒ No

Observation Text :
cloth panels stained

2: Floor. **NC**

☒ No

Observation Text :
not vacuumed, Carpet shampooing to be done

Section: Public Area

Subsection: OMNI

1: Doors **NC**

☒ No

Observation Text :
Dust on door handles

2: Walls. **NC**

☒ No

Observation Text :
Scratches on wall panels

3: Panels. **NC**

☒ No

Observation Text :
Stains on panels

4: Accessories. **NC**

☒ No

Observation Text :

Dust on AV racks

Section: Public Area

Subsection: ORION

1: Doors **NC**

☒ No

Observation Text :

To be polished well

2: Panels. **NC**

☒ No

Observation Text :

Stains on wall panels

3: Accessories. **NC**

☒ No

Observation Text :

Dust on AV racks

Section: Public Area

Subsection: VEGA

1: Paintings. **NC**

☒ No

Observation Text :

Stains pillar to be painted

2: Floor. **NC**

☒ No

Observation Text :

Carpet to vacuum

Section: Public Area

Subsection: NOVA

1: Doors **NC**

☒ No

Observation Text :

Door bottom area damaged

2: Furniture. **NC**

☒ No

Observation Text :

Veneer wooden platform to polish

Section: Public Area

Subsection: CONSETLLATION PRE FUNTION1: Ceiling. **NC**☒ No

Observation Text :

Cracks on ceiling

Section: Procedures**Subsection: GUEST ROOMS**1: Carpets. **NC**

Rating: 5

Observation Text :

Constellation hall carpet to be shampooed - Found stains and dust particles

2: Standardized in room items. **NC**

Rating: 1

Observation Text :

Found I-Home and Telephone timings is not being set in rooms.

Section: Rest Rooms**Subsection: GENTS TOILET**1: Smell. **NC**☒ No

Observation Text :

Smelling not fresh

2: Basin. **NC**☒ No

Attachments :

QUE226_IMG_20180217_122134.jpg

Observation Text :

Iron support under wash basin to paint

3: Door /Walls / Ceiling **NC**☒ No

Observation Text :

Full of stains on doors

4: Exhaust **NC**☒ No

Observation Text :

To be cleaned

5: Urinal. **NC**☒ No

Attachments :

QUE231_IMG_20180217_122409.jpg

Observation Text :

Urinal blocked

6: Mattress / Other yhings **NC**

☒ No

Attachments :

QUE232_IMG_20180217_122611.jpg

QUE232_IMG_20180217_122718.jpeg

QUE232_IMG_20180217_122734.jpg

Observation Text :

Avoid to keep unwanted things in staff lockers, (found used socks)

Section: Rest Rooms

Subsection: LADIES LOCKER

1: Mattress / Other yhings **NC**

☒ No

Observation Text :

2 Pedal dust bins are not working

Section: Rest Rooms

Subsection: LOBBY GENTS REST ROOM

1: Door /Walls / Ceiling **NC**

☒ No

Observation Text :

Doors and frames to be polished

Section: Rest Rooms

Subsection: LOBBY LADIES REST ROOM

1: Mattress / Other yhings **NC**

☒ No

Observation Text :

2 Pedal dust bins arw not working

Section: Rest Rooms

Subsection: BANQUET GENTS REST ROOM

1: Mirror **NC**

☒ No

Observation Text :

Tarnished

Section: Rest Rooms

Subsection: BANQUET LADIES REST ROOM

1: Maintenance. **NC**

☒ No

Observation Text :

Cracks on ceiling

Section: Rest Rooms

Subsection: EXECUTIVES GENTS LOCKER

1: Maintenance. **NC**

☒ No

Observation Text :

Walls to be painted

2: Tiles. **NC**

☒ No

Observation Text :

Tile Skirting dusting to be done

3: Exhaust **NC**

☒ No

Observation Text :

To be dusted

Section: Rest Rooms

Subsection: EXECUTIVES LADIES LOCKER

1: Maintenance. **NC**

☒ No

Observation Text :

POP around the ceiling light to be applied

Section: Rest Rooms

Subsection: STAFF GENTS LOCKER

1: Smell. **NC**

☒ No

Observation Text :

Full bad smell

2: Floor. **NC**

☒ No

Observation Text :

not cleaned

3: Mirror **NC**

☒ No

Observation Text :
to be cleaned properly

- 4: Door /Walls / Ceiling **NC**
☒ No

Observation Text :
Walls to be painted

- 5: Exhaust **NC**
☒ No

Observation Text :
To be cleaned

- 6: Mattress / Other yhings **NC**
☒ No

Attachments :

QUE336_IMG_20180217_130231.jpg

QUE336_IMG_20180217_130309.jpg

Observation Text :
To be maintained well - Lockers maintenance to be improved

Section: Rest Rooms

Subsection: POOL SIDE MENS REST ROOM

- 1: Maintenance. **NC**
☒ No

Observation Text :
wall tile broken

- 2: Tiles. **NC**
☒ No

Observation Text :
Tile edge broken

Section: Rest Rooms

Subsection: POOL SIDE LADIES REST ROOM

- 1: W/C **NC**
☒ No

- 2: Basin. **NC**
☒ No

Observation Text :
Drain covers not cleaned

- 3: Door /Walls / Ceiling **NC**
☒ No

Observation Text :

Stains on wall

Section: Floors - Guest Rooms

Subsection: 906

Section: Floors - Guest Rooms

Subsection: 903

1: MAINTENANCE **NC**

☒ No

Observation Text :

Wires to be concealed at curtains

Section: Floors - Guest Rooms

Subsection: 810

1: WASHBASIN \ COUNTER **NC**

☒ No

Observation Text :

Stains on vanity counter shelves

Section: Floors - Guest Rooms

Subsection: 816

1: UPHOLSTRY \ CURTAINS **NC**

☒ No

Observation Text :

Curtain hooks to be fixed

Section: Floors - Guest Rooms

Subsection: 719

1: TV \ TEL \ AC. **NC**

☒ No

Observation Text :

Telephone time to set

2: MAINTENANCE **NC**

☒ No

Observation Text :

Side table to polish

3: SUPP \ STATIONERY \ BATH LINEN **NC**

☒ No

Observation Text :

Hand towels alignment not proper

Section: Floors - Guest Rooms

Subsection: 6161: BED LINEN. **NC**☒ No

Observation Text :

Pillows alignment not good

2: TV \ TEL \ AC. **NC**☒ No

Observation Text :

Telephone time to set

3: SUPP \ STATIONERY. **NC**☒ No

Observation Text :

Long drinking glass placed - 1

4: MAINTENANCE. **NC**☒ No

Observation Text :

Veneer to stick properly at bathroom door

Section: Floors - Guest Rooms**Subsection: 610**1: Floor **NC**☒ No

Observation Text :

Found used paper on floor

2: SUPP \ STATIONERY. **NC**☒ No

Observation Text :

Tent card crumpled

Section: Floors - Guest Rooms**Subsection: 512****Section: Floors - Guest Rooms****Subsection: 504****Section: Floors - Guest Rooms****Subsection: 402****Section: Floors - Guest Rooms****Subsection: 422**1: UPHOLSTRY \ CURTAINS **NC**☒ No

Observation Text :

Black out to change

Section: Floors - Guest Rooms

Subsection: 717

Section: Floors - Guest Rooms

Subsection: 1023

Section: Floors - Guest Rooms

Subsection: 312

1: UPHOLSTRY \ CURTAINS **NC**

☒ No

Observation Text :

Curtain hooks to be fixed

2: SUPP \ STATIONERY. **NC**

☒ No

Observation Text :

Out dated magazine to remove

3: GUEST BATHROOMS. **NC**

☒ No

Observation Text :

Stinking - Urine smell

Section: Floors - Guest Rooms

Subsection: 1132

1: TV \ TEL \ AC. **NC**

☒ No

Observation Text :

I home time to set

2: MAINTENANCE **NC**

☒ No

Observation Text :

Gaps beside door frame to fill

3: GUEST BATHROOMS. **NC**

☒ No

Observation Text :

Smudges on ceiling

4: MAINTENANCE. **NC**

☒ No

Observation Text :

Veneer to polish

Section: Floors - Guest Rooms

Subsection: 1116

Section: Floors - Guest Rooms

Subsection: 309

1: Ceiling **NC**

☒ No

Observation Text :

Scratches on trap door

2: TV \ TEL \ AC. **NC**

☒ No

Observation Text :

Telephone time to set

Section: Floors - Guest Rooms

Subsection: 1022

1: TV \ TEL \ AC. **NC**

☒ No

Observation Text :

I home time to set

2: MAINTENANCE **NC**

☒ No

Observation Text :

Groove gap to fill beside AC

3: MAINTENANCE. **NC**

☒ No

Observation Text :

Exhaust to paint

Section: Floors - Guest Rooms

Subsection: 912

1: UPHOLSTRY \ CURTAINS **NC**

☒ No

Observation Text :

Curtain hooks to be fixed

2: SUPP \ STATIONERY. **NC**

☒ No

Observation Text :

Dust bin rusted

3: MAINTENANCE **NC**
☒ No

Observation Text :

No sprinkler cap

4: SUPP \ STATIONERY \ BATH LINEN **NC**
☒ No

Observation Text :

No bath robe

Section: Floors - Guest Rooms**Subsection:** 9071: MAINTENANCE **NC**
☒ No

Observation Text :

Wires to conceal at curtain

Section: Linen and Laundry**Subsection:** Linen, Laundry & Guest Laundry1: Quality of uniforms **NC**

Rating: 6

Observation Text :

IRD aprons colour faded, bell boy trouser material bobbing

2: Quality of linen **NC**

Rating: 7

Attachments :

QUE433_IMG_20180217_121628.jpg

Observation Text :

Found pillow covers crumbled

3: Sorting & Checking **NC**

Rating: 5

4: Sorting standards **NC**

Rating: 5

Observation Text :

Linen sorting is being done on directly floor

5: Use of safety equipment **NC**

Rating: 5

Observation Text :

No PPE is being used

Section: Contractual Service

Subsection: Contractual Service

1: Effectiveness **NC**

Rating: 5

Observation Text :

Cockroaches found in staff gents lockers

Section: Records

Subsection: Records & Reports

1: L&F Disposals **NC**

Rating: 7

Observation Text :

Disposed till May 2017 - Two months lost and found to be distributed

2: Under repair status **NC**

Rating: 5

Observation Text :

Not available

Chronic

Section: Public Area

Subsection: PI-ALL DAY DINING

1: Floor. **NC**

☒ No

Observation Text :

Scratches on wooden floor

Section: Public Area

Subsection: CONESTELLATION

1: Floor. **NC**

☒ No

Observation Text :

not vacuumed, Carpet shampooing to be done

Section: Public Area

Subsection: ORION

1: Accessories. **NC**

☒ No

Observation Text :

Dust on AV racks

Section: Public Area

Subsection: VEGA

1: Floor. **NC**

☒ No

Observation Text :

Carpet to vacuum

Section: Public Area

Subsection: NOVA

1: Doors **NC**

☒ No

Observation Text :

Door bottom area damaged

Section: Procedures

Subsection: GUEST ROOMS

1: Carpets. **NC**

Rating: 5

Observation Text :

Constellation hall carpet to be shampooed - Found stains and dust particles

Section: Rest Rooms

Subsection: BANQUET GENTS REST ROOM

1: Mirror **NC**

☒ No

Observation Text :

Tarnished

Section: Rest Rooms

Subsection: EXECUTIVES GENTS LOCKER

1: Maintenance. **NC**

☒ No

Observation Text :

Walls to be painted

Section: Rest Rooms

Subsection: STAFF GENTS LOCKER

1: Smell. **NC**

☒ No

Observation Text :

Full bad smell

2: Floor. **NC**

☒ No

Observation Text :

not cleaned

3: Mirror **NC**

☒ No

Observation Text :

to be cleaned properly

Section: Linen and Laundry

Subsection: Linen, Laundry & Guest Laundry

1: Quality of uniforms **NC**

Rating: 6

Observation Text :

IRD aprons colour faded, bell boy trouser material bobbing

2: Quality of linen **NC**

Rating: 7

Attachments :

QUE433_IMG_20180217_121628.jpg

Observation Text :

Found pillow covers crumbled

3: Use of safety equipment **NC**

Rating: 5

Observation Text :

No PPE is being used

Section: Contractual Service

Subsection: Contractual Service

1: Effectiveness **NC**

Rating: 5

Observation Text :

Cockroaches found in staff gents lockers

Audit Questionnaire

Section: Public Area

Subsection: LOBBY

1: Doors

☒ Yes

2: Signage's

☒ Yes

3: Carpet.

☒ Yes

4: Ceiling.

☒ Yes

5: Lights / TV

☒ Yes

6: AC grills/Exhaust. **NC**

☒ No

Observation Text :

Round AC grill to be cleaned

7: Walls. **NC**

☒ No

Observation Text :

Wall to be dusted above AC grills at guest lounge

8: Paintings.

☒ Yes

9: Panels.

☒ Yes

10: Fabric.

☒ Yes

11: Floor.

☒ Yes

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: SKY BAR

1: Doors

☒ Yes

2: Signage's

☒ Yes

3: Carpet.

☒ Yes

4: Ceiling. **NC**

☐ No

Observation Text :

Seepage at entrance

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

Observation Text :

Floor corners to be cleaned

12: Dusting.

☒ Yes

13: Skirting.

☒ Yes

14: Furniture. **NC**

☒ No

Observation Text :

One Sofa upholstery worn out

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: PI-ALL DAY DINING

1: Doors

☒ Yes

2: Signage's

☒ Yes

3: Carpet.

☒ Yes

4: Ceiling.

☒ Yes

5: Lights / TV

☒ Yes

6: AC grills/Exhaust.

☒ Yes

7: Walls. **NC**

☒ No

Observation Text :

wall paper damaged

8: Paintings. **NC**

☒ No

Observation Text :

Dust formation on photo frame

9: Panels.

☒ Yes

10: Fabric.

☒ Yes

11: Floor. **NC**

☒ No

Observation Text :

Scratches on wooden floor

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: OHM

1: Doors

☒ Yes

2: Signage's

☒ Yes

3: Carpet.

☒ Yes

4: Ceiling.

☒ Yes

5: Lights / TV

☒ Yes

6: AC grills/Exhaust.

☒ Yes

7: Walls.

☒ Yes

8: Paintings. **NC**

☐ No

Observation Text :

Picture frame tilted

9: Panels.

☒ Yes

10: Fabric.

☒ Yes

11: Floor.

☒ Yes

- 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:** CONESTELLATION

- 1: Doors
☒ Yes
- 2: Signage's
☒ Yes
- 3: Carpet.
☒ Yes
- 4: Ceiling.
☒ Yes
- 5: Lights / TV
☒ Yes
- 6: AC grills/Exhaust.
☒ Yes
- 7: Walls.
☒ Yes

8: Paintings.

☒ Yes

9: Panels.

☒ Yes

Attachments :

QUE89_IMG_20180217_162516.jpg

10: Fabric. **NC**

☒ No

Observation Text :

cloth panels stained

11: Floor. **NC**

☒ No

Observation Text :

not vacuumed, Carpet shampooing to be done

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: OMNI

1: Doors **NC**

☐ No

Observation Text :
Dust on door handles

2: Signage's

☒ Yes

3: Carpet.

☒ Yes

4: Ceiling.

☒ Yes

5: Lights / TV

☒ Yes

6: AC grills/Exhaust.

☒ Yes

7: Walls. **NC**

☐ No

Observation Text :
Scratches on wall panels

8: Paintings.

☒ Yes

9: Panels. **NC**

☐ No

Observation Text :
Stains on panels

10: Fabric.

☒ Yes

11: Floor.

☒ Yes

12: Dusting.

☒ Yes

13: Skirting.

☒ Yes

14: Furniture.

☒ Yes

15: Upholstery.

☒ Yes

16: Polishing.

☒ Yes

17: Accessories. **NC**

☒ No

Observation Text :

Dust on AV racks

18: Banquet/Tables.

☒ Yes

19: Brass/Copper.

☒ Yes

20: Window panes/Ledges.

☒ Yes

Section: Public Area

Subsection: ORION

1: Doors **NC**

☒ No

Observation Text :

To be polished well

2: Signage's

☒ Yes

3: Carpet.

☒ Yes

4: Ceiling.

☒ Yes

5: Lights / TV

☒ Yes

6: AC grills/Exhaust.

☒ Yes

7: Walls.

☒ Yes

8: Paintings.

☒ Yes

9: Panels. **NC**

☒ No

Observation Text :
Stains on wall panels

10: Fabric.
☒ Yes

11: Floor.
☒ Yes

12: Dusting.
☒ Yes

13: Skirting.
☒ Yes

14: Furniture.
☒ Yes

15: Upholstery.
☒ Yes

16: Polishing.
☒ Yes

17: Accessories. **NC**
☒ No

Observation Text :
Dust on AV racks

18: Banquet/Tables.
☒ Yes

19: Brass/Copper.
☒ Yes

20: Window panes/Ledges.
☒ Yes

Section: Public Area

Subsection: VEGA

1: Doors
☒ Yes

2: Signage's
☒ Yes

3: Carpet.

☒ Yes

4: Ceiling.

☒ Yes

5: Lights / TV

☒ Yes

6: AC grills/Exhaust.

☒ Yes

7: Walls.

☒ Yes

8: Paintings. **NC**

☐ No

Observation Text :

Stains pillar to be painted

9: Panels.

☒ Yes

10: Fabric.

☒ Yes

11: Floor. **NC**

☐ No

Observation Text :

Carpet to vacuum

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: NOVA

1: Doors **NC**

☐ No

Observation Text :

Door bottom area damaged

2: Signage's

☒ Yes

3: Carpet.

☒ Yes

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.

☒ Yes

12: Dusting.

☒ Yes

13: Skirting.

☒ Yes

14: Furniture. **NC**

☒ No

Observation Text :

Veneer wooden platform to polish

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: CONSETLLATION PRE FUNTION

1: Doors

☒ Yes

2: Signage's

☒ Yes

3: Carpet.

☒ Yes

4: Ceiling. **NC**

☒ No

Observation Text :

Cracks on ceiling

5: Lights / TV

☒ Yes

6: AC grills/Exhaust.

☒ Yes

7: Walls.

☒ Yes

8: Paintings.

☒ Yes

9: Panels.

☒ Yes

10: Fabric.

☒ Yes

11: Floor.

☒ Yes

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: Procedures

Subsection: GUEST ROOMS

1: Bathroom linen standardization.

Rating: 10

2: Tea /coffee making facility in the room.

Rating: 10

- 3: Room history maintenance.
Rating: 10
- 4: Table / wardrobe drawers in guest rooms.
Rating: 10
- 5: Housekeeping - Machines.
Rating: 10
- 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: 5

Observation Text :

Constellation hall carpet to be shampooed - Found stains and dust particles

- 12: Care and maintenance of runners. ☒ Not Applicable
- 13: Standardized in room items. **NC**
Rating: 1

Observation Text :

Found I-Home and Telephone timings is not being set in rooms.

- 14: Sleep quality comfort.
Rating: 10
- 15: Specification of cleaning chemicals.
Rating: 10
- 16: Standardized bed linen / mattress / foundation.
Rating: 10
- 17: Standardization of par levels for room linen and table linen.
Rating: 10
- 18: Measurable instruments for quality / standards measurements.

Rating: 10

19: Guest-laundry pickup.

Rating: 10

Observation Text :

Being followed

Section: Rest Rooms

Subsection: GENTS TOILET

1: Taps.

☒ Yes

2: Maintenance.

☒ Yes

3: Smell. **NC**

☐ No

Observation Text :

Smelling not fresh

4: Floor.

☒ Yes

5: Tiles.

☒ Yes

6: W/C

☒ Yes

7: Basin. **NC**

☐ No

Attachments :

QUE226_IMG_20180217_122134.jpg

Observation Text :

Iron support under wash basin to paint

8: Mirror

☒ Yes

9: Soap /Supplies

☒ Yes

10: Door /Walls / Ceiling **NC**

☐ No

Observation Text :

Full of stains on doors

11: Exhaust **NC**☒ No

Observation Text :

To be cleaned

12: Urinal. **NC**☒ No

Attachments :

QUE231_IMG_20180217_122409.jpg

Observation Text :

Urinal blocked

13: Mattress / Other yhings **NC**☒ No

Attachments :

QUE232_IMG_20180217_122611.jpg

QUE232_IMG_20180217_122718.jpeg

QUE232_IMG_20180217_122734.jpg

Observation Text :

Avoid to keep unwanted things in staff lockers, (found used socks)

Section: Rest Rooms**Subsection:** LADIES LOCKER

1: Taps.

☒ Yes

2: Maintenance.

☒ Yes

3: Smell.

☒ Yes

4: Floor.

☒ Yes

5: Tiles.

☒ Yes

6: W/C

☒ Yes

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 **NC**

☒ No

Observation Text :

2 Pedal dust bins are not working

Section: Rest Rooms

Subsection: LOBBY GENTS REST ROOM

1: Taps.

☒ Yes

2: Maintenance.

☒ Yes

3: Smell.

☒ Yes

4: Floor.

☒ Yes

5: Tiles.

☒ Yes

6: W/C

☒ Yes

7: Basin.

☒ Yes

8: Mirror

☒ Yes

9: Soap /Supplies

☒ Yes

10: Door /Walls / Ceiling **NC**

☒ No

Observation Text :

Doors and frames to be polished

11: Exhaust

☒ Yes

12: Urinal.

☒ Yes

13: Mattress / Other yhings

☒ Yes

Section: Rest Rooms

Subsection: LOBBY LADIES REST ROOM

1: Taps.

☒ Yes

2: Maintenance.

☒ Yes

3: Smell.

☒ Yes

4: Floor.

☒ Yes

5: Tiles.

☒ Yes

6: W/C

☒ Yes

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 **NC**

☐ No

Observation Text :

2 Pedal dust bins arw not working

Section: Rest Rooms

Subsection: BANQUET GENTS REST ROOM

1: Taps.

☒ Yes

2: Maintenance.

☒ Yes

3: Smell.

☒ Yes

4: Floor.

☒ Yes

5: Tiles.

☒ Yes

6: W/C

☒ Yes

7: Basin.

☒ Yes

8: Mirror **NC**

☐ No

Observation Text :

Tarnished

9: Soap /Supplies

☒ Yes

10: Door /Walls / Ceiling

☒ Yes

11: Exhaust

☒ Yes

12: Urinal.

☒ Yes

13: Mattress / Other yhings

☒ Yes

Section: Rest Rooms

Subsection: BANQUET LADIES REST ROOM

1: Taps.

☒ Yes2: Maintenance. **NC**☒ No

Observation Text :

Cracks on ceiling

3: Smell.

☒ Yes

4: Floor.

☒ Yes

5: Tiles.

☒ Yes

6: W/C

☒ Yes

7: Basin.

☒ Yes

8: Mirror

☒ Yes

9: Soap /Supplies

☒ Yes

10: Door /Walls / Ceiling

☒ Yes

11: Exhaust

☒ Yes12: Urinal. ☒ Not Applicable

13: Mattress / Other yhings

☒ Yes**Section: Rest Rooms****Subsection: EXECUTIVES GENTS LOCKER**

1: Taps.

☒ Yes2: Maintenance. **NC**☒ No

Observation Text :

Walls to be painted

3: Smell.

☒ Yes

4: Floor.

☒ Yes

5: Tiles. **NC**

☐ No

Observation Text :

Tile Skirting dusting to be done

6: W/C

☒ Yes

7: Basin.

☒ Yes

8: Mirror

☒ Yes

9: Soap /Supplies

☒ Yes

10: Door /Walls / Ceiling

☒ Yes

11: Exhaust **NC**

☐ No

Observation Text :

To be dusted

12: Urinal.

☒ Yes

13: Mattress / Other yhings

☒ Yes

Section: Rest Rooms

Subsection: EXECUTIVES LADIES LOCKER

1: Taps.

☒ Yes

2: Maintenance. **NC**

☐ No

Observation Text :

POP around the ceiling light to be applied

3: Smell.

☒ Yes

4: Floor.

☒ Yes

5: Tiles.

☒ Yes

6: W/C

☒ Yes

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

☒ Yes

Section: Rest Rooms

Subsection: STAFF GENTS LOCKER

1: Taps.

☒ Yes

2: Maintenance.

☒ Yes

3: Smell. **NC**

☒ No

Observation Text :

Full bad smell

4: Floor. **NC**

☒ No

Observation Text :
not cleaned

5: Tiles. ☒ Not Applicable

6: W/C ☒ Not Applicable

7: Basin. ☒ Not Applicable

8: Mirror **NC**
☒ No

Observation Text :
to be cleaned properly

9: Soap /Supplies ☒ Not Applicable

10: Door /Walls / Ceiling **NC**
☒ No

Observation Text :
Walls to be painted

11: Exhaust **NC**
☒ No

Observation Text :
To be cleaned

12: Urinal. ☒ Not Applicable

13: Mattress / Other yhings **NC**
☒ No

Attachments :

QUE336_IMG_20180217_130231.jpg

QUE336_IMG_20180217_130309.jpg

Observation Text :
To be maintained well - Lockers maintenance to be improved

Section: Rest Rooms

Subsection: POOL SIDE MENS REST ROOM

1: Taps.
☒ Yes

2: Maintenance. **NC**
☒ No

Observation Text :
wall tile broken

3: Smell.

☒ Yes

4: Floor.

☒ Yes

5: Tiles. **NC**

☒ No

Observation Text :

Tile edge broken

6: W/C

☒ Yes

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

☒ Yes

Section: Rest Rooms

Subsection: POOL SIDE LADIES REST ROOM

1: Taps.

☒ Yes

2: Maintenance.

☒ Yes

3: Smell.

☒ Yes

4: Floor.

☒ Yes

5: Tiles.

☒ Yes

6: W/C **NC**

☒ No

7: Basin. **NC**

☒ No

Observation Text :

Drain covers not cleaned

8: Mirror

☒ Yes

9: Soap /Supplies

☒ Yes

10: Door /Walls / Ceiling **NC**

☒ No

Observation Text :

Stains on wall

11: Exhaust

☒ Yes

12: Urinal. ☒ Not Applicable

13: Mattress / Other yhings

☒ Yes

Section: Rest Rooms

Subsection: FRACTILE BAR MENS

1: Taps. ☒ Not Applicable

2: Maintenance. ☒ Not Applicable

3: Smell. ☒ Not Applicable

4: Floor. ☒ Not Applicable

5: Tiles. ☒ Not Applicable

6: W/C ☒ Not Applicable

7: Basin. ☒ Not Applicable

8: Mirror ☒ Not Applicable

9: Soap /Supplies ☒ Not Applicable

10: Door /Walls / Ceiling ☒ Not Applicable

11: Exhaust ☒ Not Applicable

12: Urinal. ☒ Not Applicable

13: Mattress / Other yhings ☒ Not Applicable

Section: Rest Rooms

Subsection: FRACTILE BAR LADIES

1: Taps. ☒ Not Applicable

2: Maintenance. ☒ Not Applicable

3: Smell. ☒ Not Applicable

4: Floor. ☒ Not Applicable

5: Tiles. ☒ Not Applicable

6: W/C ☒ Not Applicable

7: Basin. ☒ Not Applicable

8: Mirror ☒ Not Applicable

9: Soap /Supplies ☒ Not Applicable

10: Door /Walls / Ceiling ☒ Not Applicable

11: Exhaust ☒ Not Applicable

12: Urinal. ☒ Not Applicable

13: Mattress / Other yhings ☒ Not Applicable

Section: Floors - Guest Rooms

Subsection: 906

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.

☒ 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

Section: Floors - Guest Rooms**Subsection:** 903

- 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 **NC**
☒ No

Observation Text :

Wires to be concealed at curtains

- 10: DUSTING
☒ Yes
- 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.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 810

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.

☒ Yes

13: GUEST BATHROOMS.

☒ Yes

14: FLOORS.

☒ Yes

15: BATHTUB \ WC.

☒ Yes16: WASHBASIN \ COUNTER **NC**☐ No

Observation Text :

Stains on vanity counter shelves

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes**Section:** Floors - Guest Rooms**Subsection:** 816

1: Ceiling

☒ Yes

2: Walls/ Photo Frames

☒ Yes

3: Floor

☒ Yes

4: WINDOW PANE \ LEDGES

☒ Yes

5: BED LINEN.

☒ Yes6: UPHOLSTRY \ CURTAINS **NC**☐ No

Observation Text :

Curtain hooks to be fixed

7: TV \ TEL \ AC.

☒ Yes

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE

☒ Yes

10: DUSTING

☒ Yes

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.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 719

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

Observation Text :

Telephone time to set

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE **NC**

☐ No

Observation Text :

Side table to polish

10: DUSTING

☒ Yes

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.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN **NC**

☒ No

Observation Text :

Hand towels alignment not proper

Section: Floors - Guest Rooms

Subsection: 616

1: Ceiling

☒ Yes

2: Walls/ Photo Frames

☒ Yes

3: Floor

☒ Yes

4: WINDOW PANE \ LEDGES

☒ Yes

5: BED LINEN. **NC**

☒ No

Observation Text :

Pillows alignment not good

6: UPHOLSTRY \ CURTAINS

☒ Yes

7: TV \ TEL \ AC. **NC**

☒ No

Observation Text :

Telephone time to set

8: SUPP \ STATIONERY. **NC**

☒ No

Observation Text :

Long drinking glass placed - 1

9: MAINTENANCE

☒ Yes

10: DUSTING

☒ Yes

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

Observation Text :

Veneer to stick properly at bathroom door

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 610

1: Ceiling

☒ Yes

2: Walls/ Photo Frames

☒ Yes

3: Floor **NC**

☐ No

Observation Text :

Found used paper on floor

4: WINDOW PANE \ LEDGES

☒ Yes

5: BED LINEN.

☒ Yes

6: UPHOLSTRY \ CURTAINS

☒ Yes

7: TV \ TEL \ AC.

☒ Yes

8: SUPP \ STATIONERY. **NC**

☐ No

Observation Text :

Tent card crumpled

9: MAINTENANCE

☒ Yes

10: DUSTING

☒ Yes

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.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 512

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.

☒ 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

Section: Floors - Guest Rooms

Subsection: 504

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.

☒ 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

Section: Floors - Guest Rooms

Subsection: 402

1: Ceiling ☒ Not Applicable

2: Walls/ Photo Frames ☒ Not Applicable

3: Floor ☒ Not Applicable

4: WINDOW PANE \ LEDGES ☒ Not Applicable

5: BED LINEN. ☒ Not Applicable

6: UPHOLSTRY \ CURTAINS ☒ Not Applicable

7: TV \ TEL \ AC. ☒ Not Applicable

8: SUPP \ STATIONERY. ☒ Not Applicable

9: MAINTENANCE ☒ Not Applicable

- 10: DUSTING ☒ Not Applicable
- 11: TIDINESS. ☒ Not Applicable
- 12: FURNITURE. ☒ Not Applicable
- 13: GUEST BATHROOMS. ☒ Not Applicable
- 14: FLOORS. ☒ Not Applicable
- 15: BATHTUB \ WC. ☒ Not Applicable
- 16: WASHBASIN \ COUNTER ☒ Not Applicable
- 17: MIRRORS. ☒ Not Applicable
- 18: DUSTING. ☒ Not Applicable
- 19: MAINTENANCE. ☒ Not Applicable
- 20: SUPP \ STATIONERY \ BATH LINEN ☒ Not Applicable

Section: Floors - Guest Rooms

Subsection: 422

- 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

Observation Text :
Black out to change

- 7: TV \ TEL \ AC.
☒ Yes

- 8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE

☒ Yes

10: DUSTING

☒ Yes

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.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 717

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.

☒ 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

Section: Floors - Guest Rooms**Subsection:** 1023

- 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.
☒ 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

Section: Floors - Guest Rooms

Subsection: 312

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

Observation Text :

Curtain hooks to be fixed

7: TV \ TEL \ AC.

☒ Yes

8: SUPP \ STATIONERY. **NC**

☐ No

Observation Text :

Out dated magazine to remove

9: MAINTENANCE

☒ Yes

10: DUSTING

☒ Yes

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS. **NC**

☒ No

Observation Text :

Stinking - Urine smell

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

Section: Floors - Guest Rooms

Subsection: 1132

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

Observation Text :

I home time to set

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE **NC**

☐ No

Observation Text :

Gaps beside door frame to fill

10: DUSTING

☒ Yes

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS. **NC**

☐ No

Observation Text :

Smudges on ceiling

14: FLOORS.

☒ Yes

15: BATHTUB \ WC.

☒ Yes

16: WASHBASIN \ COUNTER

☒ Yes

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE. **NC**

☐ No

Observation Text :

Veneer to polish

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 1116

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.

☒ 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

Section: Floors - Guest Rooms

Subsection: 309

1: Ceiling **NC**

☐ No

Observation Text :

Scratches on trap door

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

Observation Text :

Telephone time to set

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE

☒ Yes

10: DUSTING

☒ Yes

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.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 1022

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

Observation Text :

I home time to set

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE **NC**

☒ No

Observation Text :

Groove gap to fill beside AC

10: DUSTING

☒ Yes

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

Observation Text :

Exhaust to paint

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 912

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

Observation Text :

Curtain hooks to be fixed

7: TV \ TEL \ AC.

☒ Yes

8: SUPP \ STATIONERY. **NC**

☐ No

Observation Text :

Dust bin rusted

9: MAINTENANCE **NC**

☐ No

Observation Text :

No sprinkler cap

10: DUSTING

☒ Yes

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.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN **NC**

☐ No

Observation Text :

No bath robe

Section: Floors - Guest Rooms

Subsection: 907

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 **NC**

☐ No

Observation Text :

Wires to conceal at curtain

10: DUSTING

☐ Yes

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.

☐ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☐ Yes

Section: Gloss Level

Subsection: Marble Floor

1: Lobby ☒ Not Applicable

2: Reception. ☒ Not Applicable

- 3: Travel desk. ☒ Not Applicable
- 4: OUT Entrance. ☒ Not Applicable
- 5: Bell Desk ☒ Not Applicable
- 6: Lobby lounge ☒ Not Applicable
- 7: Lobby Entrance ☒ Not Applicable
- 8: Guest elevator opposite ☒ Not Applicable
- 9: Opposite to banquet office ☒ Not Applicable
- 10: Gardenia entrance ☒ Not Applicable
- 11: Senate ☒ Not Applicable
- 12: Prefunction of Residency ☒ Not Applicable
- 13: Gardenia entrance ☒ Not Applicable
- 14: Tulips ☒ Not Applicable
- 15: Lobby Gents rest room ☒ Not Applicable
- 16: Lobby Ladies rest room ☒ Not Applicable
- 17: Banquets Gents rest room ☒ Not Applicable
- 18: Banquets Ladies rest room ☒ Not Applicable
- 19: Gardenia entrance ☒ Not Applicable

Section: Linen and Laundry

Subsection: Linen, Laundry & Guest Laundry

- 1: Linen room stacking
Rating: 10

Observation Text :
Being followed

- 2: Par stocks
Rating: 10

Observation Text :
Being followed - 3 par available each employee

- 3: Annual indent
Rating: 10

Observation Text :
Done

- 4: Discards
Rating: 10

Observation Text :
Disposed

- 5: Quality of uniforms **NC**
Rating: 6

Observation Text :
IRD aprons colour faded, bell boy trouser material bobbing

- 6: Quality of linen **NC**
Rating: 7
Attachments :
QUE433_IMG_20180217_121628.jpg

Observation Text :
Found pillow covers crumbled

- 7: Uniform calendar
Rating: 10

Observation Text :
Being followed

- 8: Exchange timing
Rating: 10

Observation Text :
Being followed

- 9: Uniform exchange system
Rating: 10

Observation Text :
Soil to Fresh

- 10: Inventory of F&B Linen
Rating: 10

Observation Text :
Being followed

- 11: Inventory of Room linen
Rating: 10

Observation Text :
Being followed

- 12: Inventory of uniforms

Rating: 10

13: Pick up collection standards

Rating: 10

14: Sorting & Checking **NC**

Rating: 5

15: Marking & Tagging

Rating: 10

16: Processing

Rating: 10

17: Finishing

Rating: 10

18: Packing

Rating: 10

Observation Text :

being followed

19: Billing

Rating: 10

20: Delivery

Rating: 10

21: Condition of machines

Rating: 10

22: Equipment, Preventive maintenance

Rating: 10

23: Standardized chemicals

Rating: 10

24: Sorting standards **NC**

Rating: 5

Observation Text :

Linen sorting is being done on directly floor

25: Washing standards

Rating: 10

26: Finishing standards

Rating: 10

27: Stacking standards

Rating: 10

28: Awareness of snow white initiatives

Rating: 10

29: Comfortable temperature in laundry

Rating: 10

30: Safe work practices

Rating: 10

31: Use of safety equipment **NC**

Rating: 5

Observation Text :

No PPE is being used

32: Quality of processed articles

Rating: 10

Section: Contractual Service

Subsection: Contractual Service

1: Schedule of treatment for rooms

Rating: 10

Observation Text :

Being followed

2: Schedule of treatment for kitchen

Rating: 10

Observation Text :

Being followed

3: Schedule of treatment for F&B outlets

Rating: 10

Observation Text :

Being followed

4: Standards of chemicals

Rating: 10

Observation Text :

Jhonson Diversy

5: Staff uniform and grooming

Rating: 10

6: Effectiveness **NC**

Rating: 5

Observation Text :

Cockroaches found in staff gents lockers

7: Quality of flowers & flower vase

Rating: 10

Observation Text :

Being followed

8: Costing

Rating: 10

Observation Text :

Under Budget

9: Skill knowledge

Rating: 10

Observation Text :

Good

10: Maintenance of plants

Rating: 9

Observation Text :

Good

11: Quality of landscaping

Rating: 9

Observation Text :

Good

12: Overall impression

Rating: 8

Observation Text :

Require more focuss on Horticulture

13: Periphery of the hotel

Rating: 9

Observation Text :

Good

Section: Records

Subsection: Records & Reports

1: Guest supplies

Rating: 10

Observation Text :

Under Budget

2: Cleaning supplies

Rating: 10

Observation Text :
Under Budget

3: Linen

Rating: 10

Observation Text :
Under Budget given

4: Uniforms

Rating: 8

Observation Text :
Uniform return details not updated properly

5: Lost and found records

Rating: 10

Observation Text :
Being followed

6: L&F issues to the claimant

Rating: 10

Observation Text :
Being followed

7: L&F storage

Rating: 10

Observation Text :
Being followed

8: L&F Letters to guests

Rating: 10

Observation Text :
Emails sending

9: L&F Disposals **NC**

Rating: 7

Observation Text :
Disposed till May 2017 - Two months lost and found to be distributed

10: Room history

Rating: 10

Observation Text :
Maintained

11: Duty roaster & allocation register

Rating: 10

Observation Text :

Being followed

12: Attendance record

Rating: 10

Observation Text :

Being followed

13: Log book messages and follow up

Rating: 10

Observation Text :

Being followed

14: Occupancy report (Twice a day)

Rating: 10

Observation Text :

Being followed

15: Under repair status **NC**

Rating: 5

Observation Text :

Not available

16: DND List

Rating: 10

Observation Text :

Being followed

17: Property upkeep Report

Rating: 10

Observation Text :

Being followed

18: Monthly meeting reports

Rating: 10

Observation Text :

Being followed