

Audit Report for Audit ID - AU0074-3

Housekeeping Audit

Audit Score

92/100

Details

| | |
|-----------------|-----------------------|
| Audit | AU0074 |
| Scheduled Audit | AU0074-3 |
| Location | Visakhapatnam |
| Hotel | GreenPark Hotel- GPV |
| Department | House Keeping |
| Checklist | Housekeeping Audit |
| Audit Type | Internal |
| Auditor | Uday Bhasker Reddy |
| Start Date | 01-02-2019 |
| End Date | 28-02-2019 |
| Submitted Date | 01-03-2019 |
| Status | Completed |
| Assigned By | Administrator Account |
| Non-Compliance | 86 |
| Chronic Issues | 24 |

Comparison

GREENPARK HOTEL- GPV HOUSEKEEPING AUDIT

| HOUSEKEEPING AUDIT | | Jun 2018 | Feb 2019 | VARIANCE | % of Increase / Decrease (-/+) |
|--------------------|----------------------|----------------|----------------|----------|--------------------------------|
| S.No | Sections | SCORE OBTAINED | SCORE OBTAINED | | |
| 1 | Public Area | 89 | 90 | 1 | 1.12% |
| 2 | Procedures | 87 | 97 | 10 | 11.49% |
| 3 | Gloss Level | 85 | 84 | -1 | -1.18% |
| 4 | Linen and Laundry | 96 | 98 | 2 | 2.08% |
| 5 | Contractual Service | 83 | 94 | 11 | 13.25% |
| 6 | Records | 97 | 100 | 3 | 3.09% |
| 7 | Rest Rooms | 64 | 81 | 17 | 26.56% |
| 8 | Floors - Guest Rooms | 85 | 88 | 3 | 3.53% |
| Audit Score | | ● 86 | ● 92 | 6 | 6.98% |

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

Non-Compliance

Section: Public Area

Subsection: LOBBY

1: Walls. **NC**

☒ No

Observation Text :

Stains on wall above window

2: Dusting. **NC**

☒ No

Observation Text :

Dust on tables at lounge area

3: Upholstery. **NC**

☒ No

Observation Text :

Sofa upholstery shampooing to be done

Section: Public Area

Subsection: CHANCERY

1: Ceiling. **NC**

☒ No

Observation Text :

Ceiling patch work to be done

Section: Public Area

Subsection: TULIPS

1: Ceiling. **NC**

☒ No

Observation Text :

Seepage on ceiling

2: Walls. **NC**

☒ No

Observation Text :

Wall stains

Section: Public Area

Subsection: MUSTANG BAR

1: Floor. **NC**

☒ No

Attachments :

QUE1017_IMG_20190227_160701.jpg

Observation Text :

Floor strip came out between Wooden floor and tile floor.

Section: Public Area

Subsection: CONSULATE

1: Floor. **NC**

☒ No

Observation Text :

Tapbmarks on floor to be removed

2: Polishing. **NC**

☒ No

Observation Text :

Main doors to be polished

Section: Public Area

Subsection: MEKONG

1: Paintings. **NC**

☒ No

Observation Text :

Photo frames have fungus formation and tilted

Section: Public Area

Subsection: CONVENTION HALL

1: Floor. **NC**

☒ No

Observation Text :

Entrance of Meadows hall to Scrubb and clean

2: Window panes/Ledges. **NC**

☒ No

Observation Text :

Dusting to be done

Section: Public Area

Subsection: RNG

1: Dusting. **NC**

☒ No

Observation Text :

Chairs dusting to be done

2: Upholstery. **NC**

☒ No

Attachments :

QUE1121_IMG_20190227_155617.jpg

Observation Text :

Sofas and chair upholstery is being stained..

Section: Procedures

Subsection: GUEST ROOMS

1: Carpets. **NC**

Rating: 7

Observation Text :

Corridor carpet stretching to be done

Section: Floors - Guest Rooms

Subsection: 330

1: Ceiling **NC**

☒ No

Attachments :

QUE1365_IMG_20190227_090302.jpg

Observation Text :

Cracks

2: WINDOW PANE \ LEDGES **NC**

☒ No

Attachments :

QUE1368_IMG_20190227_090357.jpg

Observation Text :

Full of scales on window glass

3: BED LINEN. **NC**

☒ No

Attachments :

QUE1369_IMG_20190227_090452.jpg

Observation Text :

Stain on duvet cover

4: UPHOLSTRY \ CURTAINS **NC**

☒ No

Attachments :

QUE1370_IMG_20190227_090531.jpg

Observation Text :

2 numbers curtain hooks not there

5: SUPP \ STATIONERY. **NC**

☒ No

Observation Text :

No letter heads and envelopes available in room

6: MAINTENANCE **NC**

☒ No

Attachments :

QUE1373_IMG_20190227_090745.jpg

Observation Text :

No safety latch fixed

7: TIDINESS. **NC**

☒ No

Observation Text :

Fridge not cleaned - Found fungus stains

8: FURNITURE. **NC**

☒ No

Attachments :

QUE1376_IMG_20190227_090914.jpg

QUE1376_IMG_20190227_090928.jpg

9: MAINTENANCE. **NC**

☒ No

Attachments :

QUE1383_IMG_20190227_091026.jpg

Observation Text :

Crumpled hair dryer cord to be changed

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

☒ No

Observation Text :

Found one old BT towel

Section: Floors - Guest Rooms

Subsection: 601

1: Walls/ Photo Frames **NC**

☒ No

Attachments :

QUE1386_IMG_20190227_124335.jpg

Observation Text :

Wall cracks

2: UPHOLSTRY \ CURTAINS **NC**

☒ No

Observation Text :

Stains on sheer curtains

3: MAINTENANCE **NC**
☒ No

Attachments :

QUE1393_IMG_20190227_124715.jpg

Observation Text :

Writing table glass edge chipped

4: GUEST BATHROOMS. **NC**
☒ No

Observation Text :

Shower cubicle glasses to be wiped

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

Observation Text :

SS Dust bin to be polished

Section: Floors - Guest Rooms**Subsection:** 5011: GUEST BATHROOMS. **NC**
☒ No

Attachments :

QUE1417_IMG_20190227_125926.jpg

Observation Text :

Ceiling seepage

2: BATHTUB \ WC. **NC**
☒ No

Observation Text :

Scaling in WC

Section: Floors - Guest Rooms**Subsection:** 5081: BATHTUB \ WC. **NC**
☒ No

Observation Text :

Scaling in WC

2: WASHBASIN \ COUNTER **NC**
☒ No

Observation Text :

Wash basin drain not cleaned properly

Section: Floors - Guest Rooms**Subsection:** 512

1: BATHTUB \ WC. **NC**☒ No

Attachments :

QUE1459_IMG_20190227_131257.jpg

Observation Text :

Scaling in WC

2: WASHBASIN \ COUNTER **NC**☒ No

Attachments :

QUE1460_IMG_20190227_131357.jpg

Observation Text :

Drain to be cleaned properly

3: MAINTENANCE. **NC**☒ No

Attachments :

QUE1463_IMG_20190227_131428.jpg

Observation Text :

Crumpled hair dryer cord

Section: Floors - Guest Rooms**Subsection:** 5151: MIRRORS. **NC**☒ No

Attachments :

QUE1481_IMG_20190227_131944.jpg

Observation Text :

Mirror edges tarnished

Section: Floors - Guest Rooms**Subsection:** 4041: TIDINESS. **NC**☒ No2: FLOORS. **NC**☒ No

Observation Text :

Water residues in shower cubicle area

3: BATHTUB \ WC. **NC**☒ No

Observation Text :

Scales in WC

Section: Floors - Guest Rooms**Subsection:** 405**Section:** Floors - Guest Rooms**Subsection:** 4061: GUEST BATHROOMS. **NC**☒ No

Observation Text :

Towel rack tilted

Section: Floors - Guest Rooms**Subsection:** 4241: Walls/ Photo Frames **NC**☒ No

Observation Text :

Wall stains

2: BED LINEN. **NC**☒ No

Observation Text :

Bed linen pressing quality is poor

3: BATHTUB \ WC. **NC**☒ No

Observation Text :

Sacles in WC

4: MIRRORS. **NC**☒ No

Attachments :

QUE1561_IMG_20190227_135432.jpg

Observation Text :

Mirror tarnished

Section: Floors - Guest Rooms**Subsection:** 337**Section:** Floors - Guest Rooms**Subsection:** 3321: BED LINEN. **NC**☒ No

Observation Text :

Stain on pillow cover

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

Observation Text :

Threads on BT

Section: Floors - Guest Rooms

Subsection: 409

1: MAINTENANCE. **NC**

☒ No

Attachments :

QUE1623_IMG_20190227_172243.jpg

Observation Text :

Crumpled hair dryer cord

Section: Floors - Guest Rooms

Subsection: 411

1: GUEST BATHROOMS. **NC**

☒ No

Attachments :

QUE1637_IMG_20190227_172616.jpg

Observation Text :

Hand shower tube to be cleaned

2: BATHTUB \ WC. **NC**

☒ No

Observation Text :

Scales in WC

Section: Floors - Guest Rooms

Subsection: 415

Section: Floors - Guest Rooms

Subsection: 417

1: UPHOLSTRY \ CURTAINS **NC**

☒ No

Attachments :

QUE1670_IMG_20190227_173247.jpg

Observation Text :

Stain on sofa fabric

2: GUEST BATHROOMS. **NC**

☒ No

Attachments :

QUE1677_IMG_20190227_173400.jpg

Observation Text :

SS dust bin not cleaned

3: FLOORS. **NC**

☒ No

Observation Text :

Water residues on floor corner

4: MAINTENANCE. **NC**

☒ No

Observation Text :

Floor grouting to be done

Section: Floors - Guest Rooms

Subsection: 422

Section: Floors - Guest Rooms

Subsection: 426

1: Ceiling **NC**

☒ No

Observation Text :

Yrllow stains on ceiling

2: WASHBASIN \ COUNTER **NC**

☒ No

Observation Text :

White stains on vanity counter

Section: Floors - Guest Rooms

Subsection: 432

1: MAINTENANCE. **NC**

☒ No

Attachments :

QUE1763_IMG_20190227_175838.jpg

Observation Text :

Crumpled hair dryer cord

Section: Floors - Guest Rooms

Subsection: 336

1: Ceiling **NC**

☒ No

Observation Text :

Tape marks on ceiling

2: TIDINESS. **NC**

☒ No

Observation Text :

Stinking

Section: Gloss Level**Subsection:** Marble Floor1: Bell Desk **NC**

Rating: 6

Section: Linen and Laundry**Subsection:** Linen, Laundry & Guest Laundry1: Delivery **NC**

Rating: 7

Observation Text :

Delivery is done in paper bags, supposed to deliver in cane baskets for VIPs, SLG, HG rooms.

Section: Contractual Service**Subsection:** Contractual Service1: Effectiveness **NC**

Rating: 7

Observation Text :

Cockroach problem to be controlled, found cobwebs on ceiling at portico

2: Quality of landscaping **NC**

Rating: 7

Section: Rest Rooms**Subsection:** LADIES LOCKER1: Taps. **NC**☒ No

Attachments :

QUE1248_IMG_20190228_123804.jpg

Observation Text :

Not being cleaned properly

2: Floor. **NC**☒ No

Observation Text :

Not being cleaned properly

3: W/C **NC**☒ No

Observation Text :

Not being cleaned properly

Section: Rest Rooms**Subsection:** LOBBY GENTS REST ROOM

1: W/C **NC**

Observation Text :

WCs are to be cleaned properly

2: Door /Walls / Ceiling **NC**

Observation Text :

Door not closing properly

3: Urinal. **NC**

Observation Text :

Yellow scales in urinals

Section: Rest Rooms**Subsection:** LOBBY LADIES REST ROOM1: Soap /Supplies **NC**

Observation Text :

Soap dispenser to be fixed properly

Section: Rest Rooms**Subsection:** BANQUET GENTS REST ROOM1: W/C **NC**

Observation Text :

To be cleaned

2: Mirror **NC**

Observation Text :

Not wiped properly

3: Urinal. **NC**

Observation Text :

Yellow scales in urinals

Section: Rest Rooms**Subsection:** BANQUET LADIES REST ROOM1: Mirror **NC**

Observation Text :
to be cleaned

Section: Rest Rooms

Subsection: EXECUTIVES GENTS LOCKER

1: W/C **NC**

☒ No

Observation Text :
To be scrubbed and clean

2: Mirror **NC**

☒ No

Observation Text :
Sides to be cleaned and frame to be painted

3: Urinal. **NC**

☒ No

Observation Text :
Urinals to be cleaned thoroughly

Section: Rest Rooms

Subsection: OTB LADIES REST ROOM

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

☒ No

Observation Text :
Stains on ceiling

Section: Rest Rooms

Subsection: OTB GENTS REST ROOM

1: Maintenance. **NC**

☒ No

Observation Text :
Drain smell

2: Smell. **NC**

☒ No

Observation Text :
Stinking

3: Tiles. **NC**

☒ No

Observation Text :
To be scrubbed and clean

4: W/C **NC**

☒ No

Observation Text :
Scales in WC

5: Urinal. **NC**

☒ No

Observation Text :
Scales in urinals

Section: Rest Rooms

Subsection: STAFF GENTS LOCKER

1: Floor. **NC**

☒ No

Observation Text :
Scales on floor

2: Urinal. **NC**

☒ No

Observation Text :
To be scrubbed and clean

Chronic

Section: Public Area

Subsection: CHANCERY

1: Ceiling. **NC**

☒ No

Observation Text :

Ceiling patch work to be done

Section: Public Area

Subsection: TULIPS

1: Walls. **NC**

☒ No

Observation Text :

Wall stains

Section: Public Area

Subsection: RNG

1: Upholstery. **NC**

☒ No

Attachments :

QUE1121_IMG_20190227_155617.jpg

Observation Text :

Sofas and chair upholstery is being stained..

Section: Procedures

Subsection: GUEST ROOMS

1: Carpets. **NC**

Rating: 7

Observation Text :

Corridor carpet stretching to be done

Section: Floors - Guest Rooms

Subsection: 501

1: GUEST BATHROOMS. **NC**

☒ No

Attachments :

QUE1417_IMG_20190227_125926.jpg

Observation Text :

Ceiling seepage

Section: Floors - Guest Rooms

Subsection: 406

1: GUEST BATHROOMS. **NC**
☒ No

Observation Text :

Towel rack tilted

Section: Floors - Guest Rooms**Subsection:** 4091: MAINTENANCE. **NC**
☒ No

Attachments :

QUE1623_IMG_20190227_172243.jpg

Observation Text :

Crumpled hair dryer cord

Section: Floors - Guest Rooms**Subsection:** 4321: MAINTENANCE. **NC**
☒ No

Attachments :

QUE1763_IMG_20190227_175838.jpg

Observation Text :

Crumpled hair dryer cord

Section: Gloss Level**Subsection:** Marble Floor1: Bell Desk **NC**

Rating: 6

Section: Contractual Service**Subsection:** Contractual Service1: Effectiveness **NC**

Rating: 7

Observation Text :

Cockroach problem to be controlled, found cobwebs on ceiling at portico

2: Quality of landscaping **NC**

Rating: 7

Section: Rest Rooms**Subsection:** LADIES LOCKER1: Floor. **NC**
☒ No

Observation Text :

Not being cleaned properly

2: W/C **NC**

☒ No

Observation Text :

Not being cleaned properly

Section: Rest Rooms

Subsection: BANQUET GENTS REST ROOM

1: W/C **NC**

☒ No

Observation Text :

To be cleaned

2: Urinal. **NC**

☒ No

Observation Text :

Yellow scales in urinals

Section: Rest Rooms

Subsection: EXECUTIVES GENTS LOCKER

1: W/C **NC**

☒ No

Observation Text :

To be scrubbed and clean

2: Mirror **NC**

☒ No

Observation Text :

Sides to be cleaned and frame to be painted

3: Urinal. **NC**

☒ No

Observation Text :

Urinals to be cleaned thoroughly

Section: Rest Rooms

Subsection: OTB GENTS REST ROOM

1: Maintenance. **NC**

☒ No

Observation Text :

Drain smell

2: Smell. **NC**

☒ No

Observation Text :

Stinking

3: W/C **NC**

☒ No

Observation Text :

Scales in WC

4: Urinal. **NC**

☒ No

Observation Text :

Scales in urinals

Section: Rest Rooms

Subsection: STAFF GENTS LOCKER

1: Floor. **NC**

☒ No

Observation Text :

Scales on floor

2: Urinal. **NC**

☒ No

Observation Text :

To be scrubbed and clean

Audit Questionnaire

Section: Public Area

Subsection: LOBBY

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. **NC**

☒ No

Observation Text :

Stains on wall above window

8: Paintings.

☒ Yes

9: Panels. ☒ Not Applicable

10: Fabric. ☒ Not Applicable

11: Floor.

☒ Yes

12: Dusting. **NC**

☒ No

Observation Text :

Dust on tables at lounge area

13: Skirting.

☒ Yes

14: Furniture.

☒ Yes

Observation Text :

Sofa upholstery shampooing to be done

15: Upholstery. **NC**

☐ No

Observation Text :

Sofa upholstery shampooing to be done

16: Polishing.

☒ Yes

17: Accessories.

☒ Yes

18: Banquet/Tables.

☒ Yes

19: Brass/Copper.

☒ Yes

20: Window panes/Ledges.

☒ Yes

Section: Public Area

Subsection: OUT

1: Doors ☒ Not Applicable

2: Signage's ☒ Not Applicable

3: Carpet. ☒ Not Applicable

4: Ceiling. ☒ Not Applicable

5: Lights / TV ☒ Not Applicable

6: AC grills/Exhaust. ☒ Not Applicable

7: Walls. ☒ Not Applicable

8: Paintings. ☒ Not Applicable

9: Panels. ☒ Not Applicable

10: Fabric. ☒ Not Applicable

11: Floor. ☒ Not Applicable

12: Dusting. ☒ Not Applicable

- 13: Skirting. ☒ Not Applicable
- 14: Furniture. ☒ Not Applicable
- 15: Upholstery. ☒ Not Applicable
- 16: Polishing. ☒ Not Applicable
- 17: Accessories. ☒ Not Applicable
- 18: Banquet/Tables. ☒ Not Applicable
- 19: Brass/Copper. ☒ Not Applicable
- 20: Window panes/Ledges. ☒ Not Applicable

Section: Public Area

Subsection: CHANCERY

- 1: Doors
☒ Yes
- 2: Signage's
☒ Yes
- 3: Carpet. ☒ Not Applicable
- 4: Ceiling. **NC**
☒ No

Observation Text :

Ceiling patch work to be done

- 5: Lights / TV
☒ Yes
- 6: AC grills/Exhaust.
☒ Yes
- 7: Walls.
☒ Yes
- 8: Paintings. ☒ Not Applicable
- 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. ☒ Not Applicable

Section: Public Area

Subsection: RESIDENCY

1: Doors ☒ Not Applicable

2: Signage's ☒ Not Applicable

3: Carpet. ☒ Not Applicable

4: Ceiling. ☒ Not Applicable

5: Lights / TV ☒ Not Applicable

6: AC grills/Exhaust. ☒ Not Applicable

7: Walls. ☒ Not Applicable

8: Paintings. ☒ Not Applicable

9: Panels. ☒ Not Applicable

10: Fabric. ☒ Not Applicable

- 11: Floor. ☒ Not Applicable
- 12: Dusting. ☒ Not Applicable
- 13: Skirting. ☒ Not Applicable
- 14: Furniture. ☒ Not Applicable
- 15: Upholstery. ☒ Not Applicable
- 16: Polishing. ☒ Not Applicable
- 17: Accessories. ☒ Not Applicable
- 18: Banquet/Tables. ☒ Not Applicable
- 19: Brass/Copper. ☒ Not Applicable
- 20: Window panes/Ledges. ☒ Not Applicable

Section: Public Area**Subsection:** TULIPS

- 1: Doors
☒ Yes
- 2: Signage's
☒ Yes
- 3: Carpet. ☒ Not Applicable
- 4: Ceiling. **NC**
☒ No

Observation Text :
Seepage on ceiling

- 5: Lights / TV
☒ Yes
- 6: AC grills/Exhaust.
☒ Yes
- 7: Walls. **NC**
☒ No

Observation Text :
Wall stains

- 8: Paintings.

☒ Yes

9: Panels. ☒ Not Applicable

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: MUSTANG BAR

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. ☒ Not Applicable

9: Panels. ☒ Not Applicable

10: Fabric. ☒ Not Applicable

11: Floor. **NC**

☒ No

Attachments :

QUE1017_IMG_20190227_160701.jpg

Observation Text :

Floor strip came out between Wooden floor and tile 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:** CONSULATE

1: Doors

☒ Yes

2: Signage's

☒ Yes3: Carpet. ☒ Not Applicable

4: Ceiling.

☒ Yes

5: Lights / TV

☒ Yes

6: AC grills/Exhaust.

☒ Yes

7: Walls.

☒ Yes8: Paintings. ☒ Not Applicable

9: Panels.

☒ Yes

10: Fabric.

☒ Yes11: Floor. **NC**☒ No

Observation Text :

Tapbmarks on floor to be removed

12: Dusting.

☒ Yes

13: Skirting.

☒ Yes

14: Furniture.

☒ Yes

15: Upholstery.

☒ Yes16: Polishing. **NC**☒ No

Observation Text :

Main doors to be polished

17: Accessories.

☒ Yes

18: Banquet/Tables.

☒ Yes

19: Brass/Copper.

☒ Yes

20: Window panes/Ledges. ☒ Not Applicable

Section: Public Area

Subsection: SENATE

1: Doors ☒ Not Applicable

2: Signage's ☒ Not Applicable

3: Carpet. ☒ Not Applicable

4: Ceiling. ☒ Not Applicable

5: Lights / TV ☒ Not Applicable

6: AC grills/Exhaust. ☒ Not Applicable

7: Walls. ☒ Not Applicable

8: Paintings. ☒ Not Applicable

9: Panels. ☒ Not Applicable

10: Fabric. ☒ Not Applicable

11: Floor. ☒ Not Applicable

12: Dusting. ☒ Not Applicable

13: Skirting. ☒ Not Applicable

14: Furniture. ☒ Not Applicable

15: Upholstery. ☒ Not Applicable

16: Polishing. ☒ Not Applicable

17: Accessories. ☒ Not Applicable

18: Banquet/Tables. ☒ Not Applicable

19: Brass/Copper. ☒ Not Applicable

20: Window panes/Ledges. ☒ Not Applicable

Section: Public Area

Subsection: MEKONG

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. **NC**

☒ No

Observation Text :

Photo frames have fungus formation and 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. ☒ Not Applicable

Section: Public Area

Subsection: CONVENTION HALL

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. ☒ Not Applicable

10: Fabric.

☒ Yes

11: Floor. **NC**☐ No

Observation Text :

Entrance of Meadows hall to Scrubb and clean

12: Dusting.

☐ Yes

13: Skirting.

☐ Yes

14: Furniture.

☐ Yes

15: Upholstery.

☐ Yes16: Polishing. ☒ Not Applicable

17: Accessories.

☐ Yes

18: Banquet/Tables.

☐ Yes

19: Brass/Copper.

☐ Yes20: Window panes/Ledges. **NC**☐ No

Observation Text :

Dusting to be done

Section: Public Area**Subsection:** RNG

1: Doors

☐ Yes

2: Signage's

☐ Yes3: Carpet. ☒ Not Applicable

4: Ceiling.

☐ Yes

5: Lights / TV

☐ Yes

6: AC grills/Exhaust.

☒ Yes

7: Walls.

☒ Yes

8: Paintings.

☒ Yes

9: Panels. ☒ Not Applicable

10: Fabric.

☒ Yes

11: Floor.

☒ Yes

12: Dusting. **NC**

☒ No

Observation Text :

Chairs dusting to be done

13: Skirting.

☒ Yes

14: Furniture.

☒ Yes

15: Upholstery. **NC**

☒ No

Attachments :

QUE1121_IMG_20190227_155617.jpg

Observation Text :

Sofas and chair upholstery is being stained..

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: 9

Observation Text :

Placing old and new towels together in guest rooms

- 2: Tea /coffee making facility in the room.

Rating: 10

Observation Text :

Being followed

- 3: Room history maintenance.

Rating: 10

Observation Text :

Being followed

- 4: Table / wardrobe drawers in guest rooms.

Rating: 10

- 5: Housekeeping - Machines.

Rating: 8

Observation Text :

3 vacuum machines shortage for rooms to be procured.

- 6: Housekeeping - Turndown service.

Rating: 10

Observation Text :

Only morning service is happening

- 7: Bathroom amenities for double occupancy rooms.

Rating: 10

Observation Text :

Double supplies are placing while giving morning service. And placing on prior information from FO as well in double pax rooms.

- 8: Suite bathroom amenities .

Rating: 10

Observation Text :

Being followed

- 9: Magazines provided to guest rooms.

Rating: 10

Observation Text :

Outlook, Outlook business and Yo Vizag

10: Laundry - garment finishing standards.

Rating: 10

Observation Text :

Being followed

11: Carpets. **NC**

Rating: 7

Observation Text :

Corridor carpet stretching to be done

12: Care and maintenance of runners.

Rating: 10

Observation Text :

NA

13: Standardized in room items.

Rating: 10

Observation Text :

Being followed

14: Sleep quality comfort.

Rating: 10

Observation Text :

Good

15: Specification of cleaning chemicals.

Rating: 10

Observation Text :

JD

16: Standardized bed linen / mattress / foundation.

Rating: 10

Observation Text :

Being followed

17: Standardization of par levels for room linen and table linen.

Rating: 10

Observation Text :

3 par of room linen is available.

18: Measurable instruments for quality / standards measurements.

Rating: 10

Observation Text :

Being followed

19: Guest-laundry pickup.

Rating: 10

Observation Text :

Being followed

Section: Floors - Guest Rooms

Subsection: 330

1: Ceiling **NC**

☒ No

Attachments :

QUE1365_IMG_20190227_090302.jpg

Observation Text :

Cracks

2: Walls/ Photo Frames

☒ Yes

3: Floor

☒ Yes

4: WINDOW PANE \ LEDGES **NC**

☒ No

Attachments :

QUE1368_IMG_20190227_090357.jpg

Observation Text :

Full of scales on window glass

5: BED LINEN. **NC**

☒ No

Attachments :

QUE1369_IMG_20190227_090452.jpg

Observation Text :

Stain on duvet cover

6: UPHOLSTRY \ CURTAINS **NC**

☒ No

Attachments :

QUE1370_IMG_20190227_090531.jpg

Observation Text :

2 numbers curtain hooks not there

7: TV \ TEL \ AC.

☒ Yes

8: SUPP \ STATIONERY. **NC**

☒ No

Observation Text :

No letter heads and envelopes available in room

9: MAINTENANCE **NC**

☒ No

Attachments :

QUE1373_IMG_20190227_090745.jpg

Observation Text :

No safety latch fixed

10: DUSTING

☒ Yes

11: TIDINESS. **NC**

☒ No

Observation Text :

Fridge not cleaned - Found fungus stains

12: FURNITURE. **NC**

☒ No

Attachments :

QUE1376_IMG_20190227_090914.jpg

QUE1376_IMG_20190227_090928.jpg

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

Attachments :

QUE1383_IMG_20190227_091026.jpg

Observation Text :

Crumpled hair dryer cord to be changed

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

☒ No

Observation Text :

Found one old BT towel

Section: Floors - Guest Rooms

Subsection: 601

1: Ceiling

☒ Yes

2: Walls/ Photo Frames **NC**

☒ No

Attachments :

QUE1386_IMG_20190227_124335.jpg

Observation Text :

Wall cracks

3: Floor

☒ Yes

4: WINDOW PANE \ LEDGES

☒ Yes

5: BED LINEN.

☒ Yes

6: UPHOLSTRY \ CURTAINS **NC**

☒ No

Observation Text :

Stains on sheer curtains

7: TV \ TEL \ AC.

☒ Yes

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE **NC**

☒ No

Attachments :

QUE1393_IMG_20190227_124715.jpg

Observation Text :

Writing table glass edge chipped

10: DUSTING

☒ Yes

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS. **NC**

☒ No

Observation Text :

Shower cubicle glasses to be wiped

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 :

SS Dust bin to be polished

Section: Floors - Guest Rooms

Subsection: 501

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. **NC**

☒ No

Attachments :

QUE1417_IMG_20190227_125926.jpg

Observation Text :

Ceiling seepage

14: FLOORS.

☒ Yes

15: BATHTUB \ WC. **NC**

☒ No

Observation Text :

Scaling in WC

16: WASHBASIN \ COUNTER

☒ Yes

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 508

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. **NC**☒ No

Observation Text :

Scaling in WC

16: WASHBASIN \ COUNTER **NC**☒ No

Observation Text :

Wash basin drain not cleaned properly

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. **NC**

☒ No

Attachments :

QUE1459_IMG_20190227_131257.jpg

Observation Text :

Scaling in WC

16: WASHBASIN \ COUNTER **NC**

☒ No

Attachments :

QUE1460_IMG_20190227_131357.jpg

Observation Text :

Drain to be cleaned properly

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE. **NC**

☒ No

Attachments :

QUE1463_IMG_20190227_131428.jpg

Observation Text :

Crumpled hair dryer cord

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms**Subsection:** 515

- 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

Observation Text :
Scaling in WC

16: WASHBASIN \ COUNTER

☒ Yes

17: MIRRORS. **NC**

☐ No

Attachments :

QUE1481_IMG_20190227_131944.jpg

Observation Text :

Mirror edges tarnished

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 404

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. **NC**

☒ No

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS.

☒ Yes

14: FLOORS. **NC**

☒ No

Observation Text :

Water residues in shower cubicle area

15: BATHTUB \ WC. **NC**

☒ No

Observation Text :

Scales in WC

16: WASHBASIN \ COUNTER

☒ Yes

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 405

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:** 406

- 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. **NC**
☒ No
- Observation Text :
Towel rack tilted
- 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: 424

1: Ceiling

☒ Yes

2: Walls/ Photo Frames **NC**

☐ No

Observation Text :

Wall stains

3: Floor

☒ Yes

4: WINDOW PANE \ LEDGES

☒ Yes

5: BED LINEN. **NC**

☐ No

Observation Text :

Bed linen pressing quality is poor

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. **NC**

☒ No

Observation Text :

Sacles in WC

16: WASHBASIN \ COUNTER

☒ Yes

17: MIRRORS. **NC**

☒ No

Attachments :

QUE1561_IMG_20190227_135432.jpg

Observation Text :

Mirror tarnished

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 337

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: 332

1: Ceiling

☒ Yes

2: Walls/ Photo Frames

☒ Yes

3: Floor

☒ Yes

4: WINDOW PANE \ LEDGES

☒ Yes

5: BED LINEN. **NC**

☐ No

Observation Text :

Stain on pillow cover

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 **NC**

☐ No

Observation Text :

Threads on BT

Section: Floors - Guest Rooms

Subsection: 409

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. **NC**

☒ No

Attachments :

QUE1623_IMG_20190227_172243.jpg

Observation Text :

Crumpled hair dryer cord

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 411

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. **NC**

☒ No

Attachments :

QUE1637_IMG_20190227_172616.jpg

Observation Text :

Hand shower tube to be cleaned

14: FLOORS.

☒ Yes

15: BATHTUB \ WC. **NC**

☒ No

Observation Text :

Scales in WC

16: WASHBASIN \ COUNTER

☒ Yes

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 415

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: 417

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

Attachments :

QUE1670_IMG_20190227_173247.jpg

Observation Text :

Stain on sofa fabric

7: TV \ TEL \ AC.

☒ Yes

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE

☐ Yes

10: DUSTING

☐ Yes

11: TIDINESS.

☐ Yes

12: FURNITURE.

☐ Yes

13: GUEST BATHROOMS. **NC**

☐ No

Attachments :

QUE1677_IMG_20190227_173400.jpg

Observation Text :

SS dust bin not cleaned

14: FLOORS. **NC**

☐ No

Observation Text :

Water residues on floor corner

15: BATHTUB \ WC.

☐ Yes

16: WASHBASIN \ COUNTER

☐ Yes

17: MIRRORS.

☐ Yes

18: DUSTING.

☐ Yes

19: MAINTENANCE. **NC**

☐ No

Observation Text :

Floor grouting to be done

20: SUPP \ STATIONERY \ BATH LINEN

☐ Yes

Section: Floors - Guest Rooms

Subsection: 422

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: 426

- 1: Ceiling **NC**
☒ No

Observation Text :
 Yrllow stains on ceiling

- 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 **NC**

☐ No

Observation Text :

White stains on vanity counter

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 432

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. **NC**

☒ No

Attachments :

QUE1763_IMG_20190227_175838.jpg

Observation Text :

Crumpled hair dryer cord

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 336

1: Ceiling **NC**

☒ No

Observation Text :

Tape marks on ceiling

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. **NC**

☒ No

Observation Text :

Stinking

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

Rating: 9

2: Reception.

Rating: 8

3: Travel desk.

Rating: 8

4: OUT Entrance.

Rating: 9

5: Bell Desk **NC**

Rating: 6

6: Lobby lounge

Rating: 9

7: Lobby Entrance

Rating: 9

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

Rating: 9

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

2: Par stocks

Rating: 10

Observation Text :

3 Par of room linen is available

3: Annual indent

Rating: 10

Observation Text :

Being followed - F & B linen to be procured for the year of 2018 - 2019

4: Discards

Rating: 10

Observation Text :

Being followed

5: Quality of uniforms

Rating: 9

Observation Text :

Whiteness of white shirts to be maintained

6: Quality of linen

Rating: 9

Observation Text :

Color faded bath towels to be removed from circulation.

7: Uniform calendar

Rating: 10

Observation Text :

Being followed - Production uniforms will be stitched in month of March

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 - Monthly

11: Inventory of Room linen

Rating: 10

Observation Text :

Being followed - Monthly

12: Inventory of uniforms

Rating: 10

Observation Text :

Being followed - Monthly

13: Pick up collection standards

Rating: 10

Observation Text :

Being followed

14: Sorting & Checking

Rating: 10

Observation Text :

Being followed

15: Marking & Tagging

Rating: 10

Observation Text :

Being followed

16: Processing

Rating: 10

Observation Text :

Being followed

17: Finishing

Rating: 10

Observation Text :

Being followed

18: Packing

Rating: 10

Observation Text :

Being followed

19: Billing

Rating: 10

Observation Text :

Being followed

20: Delivery **NC**

Rating: 7

Observation Text :

Delivery is done in paper bags, supposed to deliver in cane baskets for VIPs, SLG, HG rooms.

21: Condition of machines

Rating: 10

Observation Text :

Good

22: Equipment, Preventive maintenance

Rating: 9

Observation Text :

PM is being done on every Wednesday, and up keep of laundry premises to be maintained.

23: Standardized chemicals

Rating: 10

Observation Text :

JD

24: Sorting standards

Rating: 10

Observation Text :

Being followed

25: Washing standards

Rating: 10

Observation Text :

Being followed

26: Finishing standards

Rating: 10

Observation Text :

Being followed

27: Stacking standards

Rating: 10

Observation Text :

Being followed

28: Awareness of snow white initiatives

Rating: 10

Observation Text :

Last audit done in the month of September 2018 - As per schedule for every 3 months should happen.

29: Comfortable temperature in laundry

Rating: 10

Observation Text :

Good

30: Safe work practices

Rating: 10

Observation Text :

Being followed

31: Use of safety equipment

Rating: 10

Observation Text :

Being followed

32: Quality of processed articles

Rating: 10

Observation Text :

Being followed

Section: Contractual Service

Subsection: Contractual Service

1: Schedule of treatment for rooms

Rating: 10

Observation Text :

Regular Spary in all rooms is being done in every month, Cockroach gel treatment is being happened for every 3 months

2: Schedule of treatment for kitchen

Rating: 10

Observation Text :

All restaurants on Monday

3: Schedule of treatment for F&B outlets

Rating: 10

Observation Text :

All kitchen area, cafeteria and room service on Thursday

4: Standards of chemicals

Rating: 10

Observation Text :

Being used different brands e.i. Bayer chemicals, Heranba chemicals, UPL chemicals, Greenplus rat pads.

5: Staff uniform and grooming

Rating: 10

Observation Text :

Being followed

6: Effectiveness **NC**

Rating: 7

Observation Text :

Cockroach problem to be controlled, found cobwebs on ceiling at portico

7: Quality of flowers & flower vase

Rating: 10

Observation Text :

Being followed

8: Costing

Rating: 10

Observation Text :

Within budget

9: Skill knowledge

Rating: 10

Observation Text :

Good

10: Maintenance of plants

Rating: 9

Observation Text :

Up keep of plants to maintain and pruning to be done at staff bike parking side. Lawn maintenance is poor.

11: Quality of landscaping **NC**

Rating: 7

12: Overall impression

Rating: 9

13: Periphery of the hotel

Rating: 10

Section: Records

Subsection: Records & Reports

1: Guest supplies

Rating: 10

Observation Text :

Being followed

2: Cleaning supplies

Rating: 10

Observation Text :

Being followed

3: Linen

Rating: 10

Observation Text :

Within budget of F&B and room linen

4: Uniforms

Rating: 10

Observation Text :

Being followed

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 :

Being followed

9: L&F Disposals

Rating: 10

Observation Text :

Done till June 2018

10: Room history

Rating: 10

Observation Text :

Being followed

11: Duty roaster & allocation register

Rating: 10

Observation Text :

Being followed in HRMS

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

Rating: 10

Observation Text :

Being followed in IDS

16: DND List

Rating: 10

Observation Text :

Being followed

17: Property upkeep Report

Rating: 10

Observation Text :

Being followed in Property upkeep whatsapp group

18: Monthly meeting reports

Rating: 10

Observation Text :

Being followed

Section: Rest Rooms

Subsection: LADIES LOCKER

1: Taps. **NC**

☒ No

Attachments :

QUE1248_IMG_20190228_123804.jpg

Observation Text :

Not being cleaned properly

2: Maintenance.

☒ Yes

3: Smell.

☒ Yes

4: Floor. **NC**

☒ No

Observation Text :

Not being cleaned properly

5: Tiles.

☒ Yes

6: W/C **NC**

☒ No

Observation Text :

Not being cleaned properly

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 things

☒ Yes

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 **NC**

☐ No

Observation Text :

WCs are to be cleaned properly

7: Basin.

☒ Yes

8: Mirror

☒ Yes

9: Soap /Supplies

☒ Yes

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

☐ No

Observation Text :

Door not closing properly

11: Exhaust

☒ Yes

12: Urinal. **NC**

☐ No

Observation Text :

Yellow scales in urinals

13: Mattress / Other things

☒ 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 **NC**

☒ No

Observation Text :

Soap dispenser to be fixed properly

10: Door /Walls / Ceiling

☒ Yes

11: Exhaust

☒ Yes

12: Urinal. ☒ Not Applicable

13: Mattress / Other things

☒ Yes

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 **NC**

☒ No

Observation Text :

To be cleaned

7: Basin.

☒ Yes

8: Mirror **NC**

☐ No

Observation Text :

Not wiped properly

9: Soap /Supplies

☒ Yes

10: Door /Walls / Ceiling

☒ Yes

11: Exhaust

☒ Yes

12: Urinal. **NC**

☐ No

Observation Text :

Yelloow scales in urinals

13: Mattress / Other things

☒ Yes

Section: Rest Rooms

Subsection: BANQUET 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 **NC**

☐ No

Observation Text :
to be cleaned

9: Soap /Supplies

☐ Yes

10: Door /Walls / Ceiling

☐ Yes

11: Exhaust

☐ Yes

12: Urinal. ☒ Not Applicable

13: Mattress / Other things

☐ Yes

Section: Rest Rooms

Subsection: EXECUTIVES GENTS LOCKER

1: Taps.

☐ Yes

2: Maintenance.

☐ Yes

3: Smell.

☐ Yes

4: Floor.

☐ Yes

5: Tiles.

☐ Yes

6: W/C **NC**

☐ No

Observation Text :
To be scrubbed and clean

7: Basin.

☐ Yes

8: Mirror **NC**

☐ No

Observation Text :

Sides to be cleaned and frame to be painted

9: Soap /Supplies

☒ Yes

10: Door /Walls / Ceiling

☒ Yes

11: Exhaust

☒ Yes

12: Urinal. **NC**

☐ No

Observation Text :

Urinals to be cleaned thoroughly

13: Mattress / Other things

☒ Yes

Section: Rest Rooms

Subsection: OTB 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 **NC**

☐ No

Observation Text :

Stains on ceiling

11: Exhaust

☐ Yes

12: Urinal. ☒ Not Applicable

13: Mattress / Other things

☐ Yes

Section: Rest Rooms

Subsection: OTB GENTS REST ROOM

1: Taps.

☐ Yes

2: Maintenance. **NC**

☐ No

Observation Text :

Drain smell

3: Smell. **NC**

☐ No

Observation Text :

Stinking

4: Floor.

☐ Yes

5: Tiles. **NC**

☐ No

Observation Text :

To be scrubbed and clean

6: W/C **NC**

☐ No

Observation Text :

Scales in WC

7: Basin.

☐ Yes

8: Mirror

☐ Yes

9: Soap /Supplies

☒ Yes

10: Door /Walls / Ceiling

☒ Yes

11: Exhaust

☒ Yes

12: Urinal. **NC**

☐ No

Observation Text :

Scales in urinals

13: Mattress / Other things

☒ Yes

Section: Rest Rooms

Subsection: STAFF GENTS LOCKER

1: Taps.

☒ Yes

2: Maintenance.

☒ Yes

3: Smell.

☒ Yes

4: Floor. **NC**

☐ No

Observation Text :

Scales on floor

5: Tiles.

☒ Yes

6: W/C

☒ Yes

7: Basin.

☒ Yes

8: Mirror

☒ Yes

9: Soap /Supplies

☒ Yes

10: Door /Walls / Ceiling

☒ Yes

Observation Text :
Doors to be painted

11: Exhaust

☒ Yes

12: Urinal. **NC**

☒ No

Observation Text :
To be scrubbed and clean

13: Mattress / Other things

☒ Yes