

Audit Report for Audit ID - AU0081-1

Housekeeping Audit

Audit Score


67/100

Details

Audit	AU0081
Scheduled Audit	AU0081-1
Location	Hyderabad
Hotel	GreenPark Hotel- GPH
Department	House Keeping
Checklist	Housekeeping Audit
Audit Type	Internal
Auditor	Uday Bhasker Reddy
Start Date	01-08-2017
End Date	30-08-2017
Submitted Date	03-02-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	277
Chronic Issues	2

Comparison

GREENPARK HOTEL- GPH HOUSEKEEPING AUDIT

HOUSEKEEPING AUDIT		Aug 2017	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED		
1	Public Area	78	-	-
2	Procedures	62	-	-
3	Rest Rooms	63	-	-
4	Gloss Level	59	-	-
5	Linen and Laundry	72	-	-
6	Contractual Service	69	-	-
7	Records	67	-	-
8	Floors - Guest Rooms	62	-	-
Audit Score		 67	-	-

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

Non-Compliance

Section: Public Area

Subsection: LOBBY

- 1: Ceiling. **NC**
☒ No
- 2: AC grills/Exhaust. **NC**
☒ No
- 3: Walls. **NC**
☒ No
- 4: Floor. **NC**
☒ No
- 5: Furniture. **NC**
☒ No
- 6: Upholstery. **NC**
☒ No
- 7: Accessories. **NC**
☒ No
- 8: Brass/Copper. **NC**
☒ No
- 9: Window panes/Ledges. **NC**
☒ No

Section: Public Area

Subsection: OUT

- 1: Fabric. **NC**
☒ No
- 2: Floor. **NC**
☒ No
- 3: Accessories. **NC**
☒ No

Section: Public Area

Subsection: CHANCERY

- 1: Doors **NC**
☒ No

2: Ceiling. **NC**

☒ No

3: Walls. **NC**

☒ No

4: Floor. **NC**

☒ No

Section: Public Area

Subsection: RESIDENCY

1: Panels. **NC**

☒ No

2: Fabric. **NC**

☒ No

3: Dusting. **NC**

☒ No

4: Accessories. **NC**

☒ No

Section: Public Area

Subsection: TULIPS

1: Doors **NC**

☒ No

2: Signage's **NC**

☒ No

3: Walls. **NC**

☒ No

4: Panels. **NC**

☒ No

5: Floor. **NC**

☒ No

Section: Public Area

Subsection: MUSTANG BAR

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

☒ No

2: Walls. **NC**

☒ No

3: Upholstery. **NC**

☒ No

Section: Public Area

Subsection: CONSULATE

1: Doors **NC**

☒ No

2: Fabric. **NC**

☒ No

3: Floor. **NC**

☒ No

4: Upholstery. **NC**

☒ No

Section: Public Area

Subsection: OUT OF THE BOX

1: Floor. **NC**

☒ No

2: Skirting. **NC**

☒ No

Section: Public Area

Subsection: SENATE

1: Floor. **NC**

☒ No

2: Accessories. **NC**

☒ No

Section: Procedures

Subsection: GUEST ROOMS

1: Bathroom linen standardization. **NC**

Rating: 5

2: Tea /coffee making facility in the room. **NC**

Rating: 6

3: Housekeeping - Machines. **NC**

Rating: 6

4: Carpets. **NC**

Rating: 0

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

Rating: 0

6: Specification of cleaning chemicals. **NC**

Rating: 0

7: Standardized bed linen / mattress / foundation. **NC**

Rating: 0

8: Standardization of par levels for room linen and table linen. **NC**

Rating: 0

9: Measurable instruments for quality / standards measurements. **NC**

Rating: 0

Section: Rest Rooms

Subsection: GENTS TOILET

1: Taps. **NC**

☒ No

2: Maintenance. **NC**

☒ No

3: Smell. **NC**

☒ No

4: Floor. **NC**

☒ No

5: Tiles. **NC**

☒ No

6: Basin. **NC**

☒ No

7: Mirror **NC**

☒ No

8: Soap /Supplies **NC**

☒ No

Section: Rest Rooms

Subsection: LADIES LOCKER

1: Maintenance. **NC**

☒ No

2: Floor. **NC**

☒ No

3: Tiles. **NC**

☒ No

4: Mirror **NC**

☒ No

5: Exhaust **NC**

☒ No

Section: Rest Rooms

Subsection: LOBBY GENTS REST ROOM

1: Maintenance. **NC**

☒ No

2: Smell. **NC**

☒ No

3: Tiles. **NC**

☒ No

Section: Rest Rooms

Subsection: LOBBY LADIES REST ROOM

1: Maintenance. **NC**

☒ No

2: W/C **NC**

☒ No

Section: Rest Rooms

Subsection: BANQUET GENTS REST ROOM

1: Taps. **NC**

☒ No

2: Maintenance. **NC**

☒ No

3: W/C **NC**

☒ No

Section: Rest Rooms

Subsection: BANQUET LADIES REST ROOM

1: Taps. **NC**

☒ No

2: Smell. **NC**

☒ No

3: W/C **NC**

☒ No

Section: Rest Rooms

Subsection: EXECUTIVES GENTS LOCKER

1: Taps. **NC**

☒ No

2: Maintenance. **NC**

☒ No

3: Tiles. **NC**

☒ No

4: Soap /Supplies **NC**

☒ No

5: Door /Walls / Ceiling **NC**

☒ No

Section: Rest Rooms

Subsection: CHANCERY GENTS

1: Taps. **NC**

☒ No

2: Floor. **NC**

☒ No

3: W/C **NC**

☒ No

4: Basin. **NC**

☒ No

5: Mirror **NC**

☒ No

6: Exhaust **NC**

☒ No

7: Mattress / Other yhings **NC**

☒ No

Section: Rest Rooms

Subsection: OTB LADIES REST ROOM

1: Smell. **NC**

☒ No

2: Soap /Supplies **NC**

☒ No

3: Exhaust **NC**

☒ No

4: Mattress / Other yhings **NC**

☒ No

Section: Rest Rooms

Subsection: OTB GENTS REST ROOM

1: Smell. **NC**

☒ No

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

☒ No

3: Urinal. **NC**

☒ No

Section: Floors - Guest Rooms

Subsection: 251

1: UPHOLSTRY \ CURTAINS **NC**

☒ No

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

☒ No

3: SUPP \ STATIONERY. **NC**

☒ No

Section: Floors - Guest Rooms

Subsection: 335

1: Walls/ Photo Frames **NC**

☒ No

2: Floor **NC**

☒ No

3: WINDOW PANE \ LEDGES **NC**

☒ No

4: BED LINEN. **NC**

☒ No

5: UPHOLSTRY \ CURTAINS **NC**

☒ No

6: MAINTENANCE **NC**

☒ No

7: DUSTING **NC**

☒ No

8: GUEST BATHROOMS. **NC**

☒ No

9: FLOORS. **NC**

☒ No

10: BATHTUB \ WC. **NC**

☒ No

11: WASHBASIN \ COUNTER **NC**

☒ No

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

☒ No

Section: Floors - Guest Rooms

Subsection: 337

1: Walls/ Photo Frames **NC**

☒ No

2: WINDOW PANE \ LEDGES **NC**

☒ No

3: BED LINEN. **NC**

☒ No

4: UPHOLSTRY \ CURTAINS **NC**

☒ No

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

☒ No

6: DUSTING **NC**

☒ No

7: FURNITURE. **NC**

☒ No

8: GUEST BATHROOMS. **NC**

☒ No

9: FLOORS. **NC**

☒ No

10: BATHTUB \ WC. **NC**

☒ No

11: MIRRORS. **NC**

☒ No

12: MAINTENANCE. **NC**

☒ No

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

☒ No

Section: Floors - Guest Rooms

Subsection: 338

1: Walls/ Photo Frames **NC**

☒ No

2: Floor **NC**

☒ No

3: WINDOW PANE \ LEDGES **NC**

☒ No

4: BED LINEN. **NC**

☒ No

5: UPHOLSTRY \ CURTAINS **NC**

☒ No

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

☒ No

7: MAINTENANCE **NC**

☒ No

8: DUSTING **NC**

☒ No

9: TIDINESS. **NC**

☒ No

10: FURNITURE. **NC**

☒ No

11: GUEST BATHROOMS. **NC**

☒ No

12: FLOORS. **NC**

☒ No

Section: Floors - Guest Rooms**Subsection:** 347

- 1: Ceiling **NC**
☒ No
- 2: Walls/ Photo Frames **NC**
☒ No
- 3: Floor **NC**
☒ No
- 4: WINDOW PANE \ LEDGES **NC**
☒ No
- 5: BED LINEN. **NC**
☒ No
- 6: UPHOLSTRY \ CURTAINS **NC**
☒ No
- 7: TV \ TEL \ AC. **NC**
☒ No
- 8: SUPP \ STATIONERY. **NC**
☒ No
- 9: MAINTENANCE **NC**
☒ No
- 10: DUSTING **NC**
☒ No
- 11: GUEST BATHROOMS. **NC**
☒ No
- 12: FLOORS. **NC**
☒ No
- 13: BATHTUB \ WC. **NC**
☒ No
- 14: WASHBASIN \ COUNTER **NC**
☒ No
- 15: SUPP \ STATIONERY \ BATH LINEN **NC**
☒ No

Section: Floors - Guest Rooms**Subsection:** 339

- 1: Walls/ Photo Frames **NC**
☒ No
- 2: Floor **NC**
☒ No
- 3: WINDOW PANE \ LEDGES **NC**
☒ No
- 4: BED LINEN. **NC**
☒ No
- 5: UPHOLSTRY \ CURTAINS **NC**
☒ No
- 6: TV \ TEL \ AC. **NC**
☒ No
- 7: SUPP \ STATIONERY. **NC**
☒ No
- 8: DUSTING **NC**
☒ No
- 9: GUEST BATHROOMS. **NC**
☒ No
- 10: BATHTUB \ WC. **NC**
☒ No
- 11: MAINTENANCE. **NC**
☒ No

Section: Floors - Guest Rooms

Subsection: 313

- 1: Walls/ Photo Frames **NC**
☒ No
- 2: Floor **NC**
☒ No
- 3: WINDOW PANE \ LEDGES **NC**
☒ No
- 4: UPHOLSTRY \ CURTAINS **NC**
☒ No
- 5: TV \ TEL \ AC. **NC**
☒ No

6: MAINTENANCE **NC**

☒ No

7: DUSTING **NC**

☒ No

8: FURNITURE. **NC**

☒ No

9: GUEST BATHROOMS. **NC**

☒ No

10: BATHTUB \ WC. **NC**

☒ No

11: WASHBASIN \ COUNTER **NC**

☒ No

Section: Floors - Guest Rooms

Subsection: 311

1: Floor **NC**

☒ No

2: UPHOLSTRY \ CURTAINS **NC**

☒ No

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

☒ No

4: SUPP \ STATIONERY. **NC**

☒ No

5: DUSTING **NC**

☒ No

6: GUEST BATHROOMS. **NC**

☒ No

7: FLOORS. **NC**

☒ No

8: BATHTUB \ WC. **NC**

☒ No

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

☒ No

Section: Floors - Guest Rooms

Subsection: 326

- 1: Walls/ Photo Frames **NC**
☒ No
- 2: WINDOW PANE \ LEDGES **NC**
☒ No
- 3: BED LINEN. **NC**
☒ No
- 4: UPHOLSTRY \ CURTAINS **NC**
☒ No
- 5: TV \ TEL \ AC. **NC**
☒ No
- 6: SUPP \ STATIONERY. **NC**
☒ No
- 7: MAINTENANCE **NC**
☒ No
- 8: BATHTUB \ WC. **NC**
☒ No
- 9: WASHBASIN \ COUNTER **NC**
☒ No
- 10: SUPP \ STATIONERY \ BATH LINEN **NC**
☒ No

Section: Floors - Guest Rooms

Subsection: 256

- 1: UPHOLSTRY \ CURTAINS **NC**
☒ No
- 2: TV \ TEL \ AC. **NC**
☒ No
- 3: MAINTENANCE **NC**
☒ No
- 4: DUSTING **NC**
☒ No
- 5: TIDINESS. **NC**
☒ No
- 6: FURNITURE. **NC**
☒ No

7: BATHTUB \ WC. **NC**

☒ No

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

☒ No

Section: Floors - Guest Rooms

Subsection: 258

1: Floor **NC**

☒ No

2: BED LINEN. **NC**

☒ No

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

☒ No

4: MAINTENANCE **NC**

☒ No

5: DUSTING **NC**

☒ No

6: TIDINESS. **NC**

☒ No

7: FURNITURE. **NC**

☒ No

8: MIRRORS. **NC**

☒ No

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

☒ No

Section: Floors - Guest Rooms

Subsection: 260

1: UPHOLSTRY \ CURTAINS **NC**

☒ No

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

☒ No

3: SUPP \ STATIONERY. **NC**

☒ No

4: MAINTENANCE **NC**

☒ No

5: BATHTUB \ WC. **NC**

☒ No

6: WASHBASIN \ COUNTER **NC**

☒ No

7: MAINTENANCE. **NC**

☒ No

Section: Floors - Guest Rooms

Subsection: 232

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

☒ No

2: TIDINESS. **NC**

☒ No

3: BATHTUB \ WC. **NC**

☒ No

Section: Floors - Guest Rooms

Subsection: 138

1: UPHOLSTRY \ CURTAINS **NC**

☒ No

2: MAINTENANCE **NC**

☒ No

3: DUSTING **NC**

☒ No

4: TIDINESS. **NC**

☒ No

5: GUEST BATHROOMS. **NC**

☒ No

6: BATHTUB \ WC. **NC**

☒ No

7: WASHBASIN \ COUNTER **NC**

☒ No

Section: Floors - Guest Rooms

Subsection: 140

1: DUSTING **NC**

☒ No

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

☒ No

Section: Floors - Guest Rooms

Subsection: 143

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

☒ No

Section: Floors - Guest Rooms

Subsection: 147

1: FURNITURE. **NC**

☒ No

2: MAINTENANCE. **NC**

☒ No

Section: Floors - Guest Rooms

Subsection: 262

1: UPHOLSTRY \ CURTAINS **NC**

☒ No

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

☒ No

3: DUSTING **NC**

☒ No

4: MAINTENANCE. **NC**

☒ No

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

☒ No

Section: Floors - Guest Rooms

Subsection: 261

1: Ceiling **NC**

☒ No

2: SUPP \ STATIONERY. **NC**

☒ No

3: DUSTING **NC**

☒ No

4: GUEST BATHROOMS. **NC**

☒ No

Section: Floors - Guest Rooms**Subsection:** 141

- 1: Walls/ Photo Frames **NC**
☒ No
- 2: Floor **NC**
☒ No
- 3: BED LINEN. **NC**
☒ No
- 4: UPHOLSTRY \ CURTAINS **NC**
☒ No
- 5: MAINTENANCE **NC**
☒ No
- 6: DUSTING **NC**
☒ No
- 7: BATHTUB \ WC. **NC**
☒ No
- 8: WASHBASIN \ COUNTER **NC**
☒ No
- 9: SUPP \ STATIONERY \ BATH LINEN **NC**
☒ No

Section: Gloss Level**Subsection:** Marble Floor

- 1: Lobby **NC**
 Rating: 4
- 2: Reception. **NC**
 Rating: 6
- 3: Travel desk. **NC**
 Rating: 7
- 4: Bell Desk **NC**
 Rating: 3
- 5: Lobby lounge **NC**
 Rating: 6
- 6: Lobby Entrance **NC**
 Rating: 5

7: Opposite to banquet office **NC**

Rating: 5

8: Gardenia entrance **NC**

Rating: 6

9: Senate **NC**

Rating: 4

10: Prefunction of Residency **NC**

Rating: 7

11: Gardenia entrance **NC**

Rating: 6

12: Tulips **NC**

Rating: 4

13: Lobby Gents rest room **NC**

Rating: 7

14: Banquets Gents rest room **NC**

Rating: 7

15: Banquets Ladies rest room **NC**

Rating: 6

16: Gardenia entrance **NC**

Rating: 6

Section: Linen and Laundry

Subsection: Linen, Laundry & Guest Laundry

1: Linen room stacking **NC**

Rating: 6

2: Par stocks **NC**

Rating: 6

3: Annual indent **NC**

Rating: 6

4: Discards **NC**

Rating: 0

5: Quality of uniforms **NC**

Rating: 2

6: Quality of linen **NC**

Rating: 4

7: Uniform calendar **NC**

Rating: 0

8: Inventory of uniforms **NC**

Rating: 0

Section: Contractual Service

Subsection: Contractual Service

1: Schedule of treatment for rooms **NC**

Rating: 0

2: Schedule of treatment for kitchen **NC**

Rating: 6

3: Schedule of treatment for F&B outlets **NC**

Rating: 6

4: Quality of flowers & flower vase **NC**

Rating: 0

5: Maintenance of plants **NC**

Rating: 5

6: Quality of landscaping **NC**

Rating: 5

Section: Records

Subsection: Records & Reports

1: Linen **NC**

Rating: 0

2: Uniforms **NC**

Rating: 0

3: Duty roaster & allocation register **NC**

Rating: 0

4: Log book messages and follow up **NC**

Rating: 0

5: Property upkeep Report **NC**

Rating: 0

6: Monthly meeting reports **NC**

Rating: 0

Chronic

Section: Gloss Level

Subsection: Marble Floor

1: Gardenia entrance **NC**

Rating: 6

2: Gardenia entrance **NC**

Rating: 6

Audit Questionnaire

Section: Public Area

Subsection: LOBBY

1: Doors

☒ Yes

2: Signage's

☒ Yes

3: Carpet. ☒ Not Applicable

4: Ceiling. **NC**

☒ No

5: Lights / TV

☒ Yes

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

☒ No

7: Walls. **NC**

☒ No

8: Paintings.

☒ Yes

9: Panels.

☒ Yes

10: Fabric.

☒ Yes

11: Floor. **NC**

☒ No

12: Dusting.

☒ Yes

13: Skirting.

☒ Yes

14: Furniture. **NC**

☒ No

15: Upholstery. **NC**

☒ No

16: Polishing.

☒ Yes

17: Accessories. **NC**

☒ No

18: Banquet/Tables.

☒ Yes

19: Brass/Copper. **NC**

☒ No

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

☒ No

Section: Public Area

Subsection: OUT

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.

☒ Yes

10: Fabric. **NC**

☒ No

11: Floor. **NC**

☒ No

12: Dusting.

☒ Yes

13: Skirting.

☒ Yes

14: Furniture.

☒ Yes

15: Upholstery.

☒ Yes

16: Polishing.

☒ Yes

17: Accessories. **NC**

☒ No

18: Banquet/Tables.

☒ Yes

19: Brass/Copper.

☒ Yes

20: Window panes/Ledges.

☒ Yes

Section: Public Area

Subsection: CHANCERY

1: Doors **NC**

☒ No

2: Signage's

☒ Yes

3: Carpet. ☒ Not Applicable

4: Ceiling. **NC**

☒ No

5: Lights / TV

☒ Yes

6: AC grills/Exhaust.

☒ Yes

7: Walls. **NC**

☒ No

8: Paintings.

☒ Yes

9: Panels.

☒ Yes

10: Fabric.

☒ Yes

11: Floor. **NC**

☒ No

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: RESIDENCY

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. **NC**
☒ No
- 10: Fabric. **NC**
☒ No
- 11: Floor.
☒ Yes
- 12: Dusting. **NC**
☒ No
- 13: Skirting.
☒ Yes
- 14: Furniture.
☒ Yes
- 15: Upholstery.
☒ Yes
- 16: Polishing.
☒ Yes
- 17: Accessories. **NC**
☒ No
- 18: Banquet/Tables.
☒ Yes
- 19: Brass/Copper.
☒ Yes
- 20: Window panes/Ledges.
☒ Yes

Section: Public Area**Subsection: TULIPS**

- 1: Doors **NC**
☐ No
- 2: Signage's **NC**
☐ No
- 3: Carpet. ☒ Not Applicable
- 4: Ceiling. ☒ Not Applicable
- 5: Lights / TV
☐ Yes
- 6: AC grills/Exhaust.
☐ Yes
- 7: Walls. **NC**
☐ No
- 8: Paintings.
☐ Yes
- 9: Panels. **NC**
☐ No
- 10: Fabric.
☐ Yes
- 11: Floor. **NC**
☐ No
- 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. **NC**

☐ No

7: Walls. **NC**

☐ No

8: Paintings.

☒ Yes

9: Panels.

☒ Yes

10: Fabric.

☒ Yes

11: Floor.

☒ Yes

12: Dusting. ☒ Not Applicable

13: Skirting.

☒ Yes

14: Furniture.

☒ Yes

15: Upholstery. **NC**

☐ No

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 **NC**

☐ No

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.

☒ Yes

10: Fabric. **NC**

☐ No

11: Floor. **NC**

☐ No

12: Dusting. ☒ Not Applicable

13: Skirting.

☐ Yes

14: Furniture.

☐ Yes

15: Upholstery. **NC**

☐ No

16: Polishing.

☐ Yes

17: Accessories.

☐ Yes

18: Banquet/Tables.

☐ Yes

19: Brass/Copper.

☐ Yes

20: Window panes/Ledges.

☐ Yes

Section: Public Area

Subsection: OUT OF THE BOX

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.

☒ Yes

10: Fabric.

☒ Yes

11: Floor. **NC**

☐ No

12: Dusting.

☒ Yes

13: Skirting. **NC**

☐ No

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: SENATE

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.
☒ Yes
- 10: Fabric.
☒ Yes
- 11: Floor. **NC**
☒ No
- 12: Dusting. ☒ Not Applicable
- 13: Skirting.
☒ Yes
- 14: Furniture.
☒ Yes
- 15: Upholstery.
☒ Yes
- 16: Polishing.
☒ Yes
- 17: Accessories. **NC**
☒ No
- 18: Banquet/Tables.
☒ Yes
- 19: Brass/Copper.

☒ Yes

20: Window panes/Ledges.

☒ Yes

Section: Procedures

Subsection: GUEST ROOMS

- 1: Bathroom linen standardization. **NC**
Rating: 5
- 2: Tea /coffee making facility in the room. **NC**
Rating: 6
- 3: Room history maintenance.
Rating: 10
- 4: Table / wardrobe drawers in guest rooms.
Rating: 10
- 5: Housekeeping - Machines. **NC**
Rating: 6
- 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: 0
- 12: Care and maintenance of runners.
Rating: 10
- 13: Standardized in room items. **NC**
Rating: 0
- 14: Sleep quality comfort.
Rating: 10

15: Specification of cleaning chemicals. **NC**

Rating: 0

16: Standardized bed linen / mattress / foundation. **NC**

Rating: 0

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

Rating: 0

18: Measurable instruments for quality / standards measurements. **NC**

Rating: 0

19: Guest-laundry pickup.

Rating: 10

Section: Rest Rooms

Subsection: GENTS TOILET

1: Taps. **NC**

☐ No

2: Maintenance. **NC**

☐ No

3: Smell. **NC**

☐ No

4: Floor. **NC**

☐ No

5: Tiles. **NC**

☐ No

6: W/C

☐ Yes

7: Basin. **NC**

☐ No

8: Mirror **NC**

☐ No

9: Soap /Supplies **NC**

☐ No

10: Door /Walls / Ceiling

☐ Yes

11: Exhaust

☐ Yes

12: Urinal.

☒ Yes

13: Mattress / Other yhings ☒ Not Applicable

Section: Rest Rooms

Subsection: LADIES LOCKER

1: Taps.

☒ Yes

2: Maintenance. **NC**

☒ No

3: Smell.

☒ Yes

4: Floor. **NC**

☒ No

5: Tiles. **NC**

☒ No

6: W/C

☒ Yes

7: Basin.

☒ Yes

8: Mirror **NC**

☒ No

9: Soap /Supplies

☒ Yes

10: Door /Walls / Ceiling

☒ Yes

11: Exhaust **NC**

☒ No

12: Urinal. ☒ Not Applicable

13: Mattress / Other yhings ☒ Not Applicable

Section: Rest Rooms

Subsection: LOBBY GENTS REST ROOM

1: Taps.

☒ Yes

2: Maintenance. **NC**

☐ No

3: Smell. **NC**

☐ No

4: Floor.

☐ Yes

5: Tiles. **NC**

☐ No

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 ☒ Not Applicable

Section: Rest Rooms

Subsection: LOBBY LADIES REST ROOM

1: Taps.

☐ Yes

2: Maintenance. **NC**

☐ No

3: Smell.

☐ Yes

4: Floor.

☐ Yes

5: Tiles.

☒ Yes

6: W/C **NC**

☐ No

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 ☒ Not Applicable

Section: Rest Rooms

Subsection: BANQUET GENTS REST ROOM

1: Taps. **NC**

☐ No

2: Maintenance. **NC**

☐ No

3: Smell.

☒ Yes

4: Floor.

☒ Yes

5: Tiles.

☒ Yes

6: W/C **NC**

☐ No

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 ☒ Not Applicable

Section: Rest Rooms

Subsection: BANQUET LADIES REST ROOM

1: Taps. **NC**

☒ No

2: Maintenance.

☒ Yes

3: Smell. **NC**

☒ No

4: Floor.

☒ Yes

5: Tiles.

☒ Yes

6: W/C **NC**

☒ No

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 ☒ Not Applicable

Section: Rest Rooms

Subsection: EXECUTIVES GENTS LOCKER

1: Taps. **NC**

☐ No

2: Maintenance. **NC**

☐ No

3: Smell.

☐ Yes

4: Floor.

☐ Yes

5: Tiles. **NC**

☐ No

6: W/C

☐ Yes

7: Basin.

☐ Yes

8: Mirror

☐ Yes

9: Soap /Supplies **NC**

☐ No

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

☐ No

11: Exhaust

☐ Yes

12: Urinal.

☐ Yes

13: Mattress / Other yhings ☒ Not Applicable

Section: Rest Rooms

Subsection: CHANCERY GENTS

1: Taps. **NC**

☐ No

2: Maintenance.

☐ Yes

3: Smell.

☐ Yes

4: Floor. **NC**

☐ No

5: Tiles.

☐ Yes

6: W/C **NC**

☐ No

7: Basin. **NC**

☐ No

8: Mirror **NC**

☐ No

9: Soap /Supplies

☐ Yes

10: Door /Walls / Ceiling

☐ Yes

11: Exhaust **NC**

☐ No

12: Urinal. ☒ Not Applicable

13: Mattress / Other yhings **NC**

☐ No

Section: Rest Rooms

Subsection: OTB LADIES REST ROOM

1: Taps.

☐ Yes

2: Maintenance.

☐ Yes

3: Smell. **NC**

☐ No

4: Floor.

☒ Yes

5: Tiles.

☒ Yes

6: W/C

☒ Yes

7: Basin.

☒ Yes

8: Mirror

☒ Yes

9: Soap /Supplies **NC**

☒ No

10: Door /Walls / Ceiling

☒ Yes

11: Exhaust **NC**

☒ No

12: Urinal. ☒ Not Applicable

13: Mattress / Other yhings **NC**

☒ No

Section: Rest Rooms

Subsection: OTB GENTS REST ROOM

1: Taps.

☒ Yes

2: Maintenance.

☒ Yes

3: Smell. **NC**

☒ No

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
- 11: Exhaust
☒ Yes
- 12: Urinal. **NC**
☒ No
- 13: Mattress / Other yhings ☒ Not Applicable

Section: Floors - Guest Rooms

Subsection: 251

- 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
- 7: TV \ TEL \ AC. **NC**
☒ No
- 8: SUPP \ STATIONERY. **NC**
☒ No
- 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: 335

1: Ceiling

☒ Yes

2: Walls/ Photo Frames **NC**

☒ No

3: Floor **NC**

☒ No

4: WINDOW PANE \ LEDGES **NC**

☒ No

5: BED LINEN. **NC**

☒ No

6: UPHOLSTRY \ CURTAINS **NC**

☐ No

7: TV \ TEL \ AC.

☐ Yes

8: SUPP \ STATIONERY.

☐ Yes

9: MAINTENANCE **NC**

☐ No

10: DUSTING **NC**

☐ No

11: TIDINESS.

☐ Yes

12: FURNITURE.

☐ Yes

13: GUEST BATHROOMS. **NC**

☐ No

14: FLOORS. **NC**

☐ No

15: BATHTUB \ WC. **NC**

☐ No

16: WASHBASIN \ COUNTER **NC**

☐ No

17: MIRRORS.

☐ Yes

18: DUSTING.

☐ Yes

19: MAINTENANCE. ☒ Not Applicable

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

☐ No

Section: Floors - Guest Rooms

Subsection: 337

1: Ceiling

☐ Yes

- 2: Walls/ Photo Frames **NC**
☐ No
- 3: Floor
☐ Yes
- 4: WINDOW PANE \ LEDGES **NC**
☐ No
- 5: BED LINEN. **NC**
☐ No
- 6: UPHOLSTRY \ CURTAINS **NC**
☐ No
- 7: TV \ TEL \ AC. **NC**
☐ No
- 8: SUPP \ STATIONERY.
☐ Yes
- 9: MAINTENANCE
☐ Yes
- 10: DUSTING **NC**
☐ No
- 11: TIDINESS.
☐ Yes
- 12: FURNITURE. **NC**
☐ No
- 13: GUEST BATHROOMS. **NC**
☐ No
- 14: FLOORS. **NC**
☐ No
- 15: BATHTUB \ WC. **NC**
☐ No
- 16: WASHBASIN \ COUNTER
☐ Yes
- 17: MIRRORS. **NC**
☐ No
- 18: DUSTING.

☒ Yes

19: MAINTENANCE. **NC**

☒ No

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

☒ No

Section: Floors - Guest Rooms

Subsection: 338

1: Ceiling

☒ Yes

2: Walls/ Photo Frames **NC**

☒ No

3: Floor **NC**

☒ No

4: WINDOW PANE \ LEDGES **NC**

☒ No

5: BED LINEN. **NC**

☒ No

6: UPHOLSTRY \ CURTAINS **NC**

☒ No

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

☒ No

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE **NC**

☒ No

10: DUSTING **NC**

☒ No

11: TIDINESS. **NC**

☒ No

12: FURNITURE. **NC**

☒ No

13: GUEST BATHROOMS. **NC**

☒ No

14: FLOORS. **NC**

☐ No

15: BATHTUB \ WC.

☐ Yes

16: WASHBASIN \ COUNTER

☐ Yes

17: MIRRORS.

☐ Yes

18: DUSTING.

☐ Yes

19: MAINTENANCE. ☒ Not Applicable

20: SUPP \ STATIONERY \ BATH LINEN

☐ Yes

Section: Floors - Guest Rooms

Subsection: 347

1: Ceiling **NC**

☐ No

2: Walls/ Photo Frames **NC**

☐ No

3: Floor **NC**

☐ No

4: WINDOW PANE \ LEDGES **NC**

☐ No

5: BED LINEN. **NC**

☐ No

6: UPHOLSTRY \ CURTAINS **NC**

☐ No

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

☐ No

8: SUPP \ STATIONERY. **NC**

☐ No

9: MAINTENANCE **NC**

☐ No

- 10: DUSTING **NC**
☐ No
- 11: TIDINESS.
☐ Yes
- 12: FURNITURE.
☐ Yes
- 13: GUEST BATHROOMS. **NC**
☐ No
- 14: FLOORS. **NC**
☐ No
- 15: BATHTUB \ WC. **NC**
☐ No
- 16: WASHBASIN \ COUNTER **NC**
☐ No
- 17: MIRRORS.
☐ Yes
- 18: DUSTING.
☐ Yes
- 19: MAINTENANCE.
☐ Yes
- 20: SUPP \ STATIONERY \ BATH LINEN **NC**
☐ No

Section: Floors - Guest Rooms**Subsection:** 339

- 1: Ceiling
☐ Yes
- 2: Walls/ Photo Frames **NC**
☐ No
- 3: Floor **NC**
☐ No
- 4: WINDOW PANE \ LEDGES **NC**
☐ No
- 5: BED LINEN. **NC**
☐ No

6: UPHOLSTRY \ CURTAINS **NC**

☐ No

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

☐ No

8: SUPP \ STATIONERY. **NC**

☐ No

9: MAINTENANCE

☐ Yes

10: DUSTING **NC**

☐ No

11: TIDINESS.

☐ Yes

12: FURNITURE.

☐ Yes

13: GUEST BATHROOMS. **NC**

☐ No

14: FLOORS.

☐ Yes

15: BATHTUB \ WC. **NC**

☐ No

16: WASHBASIN \ COUNTER

☐ Yes

17: MIRRORS.

☐ Yes

18: DUSTING.

☐ Yes

19: MAINTENANCE. **NC**

☐ No

20: SUPP \ STATIONERY \ BATH LINEN

☐ Yes

Section: Floors - Guest Rooms

Subsection: 313

1: Ceiling

☐ Yes

- 2: Walls/ Photo Frames **NC**
☐ No
- 3: Floor **NC**
☐ No
- 4: WINDOW PANE \ LEDGES **NC**
☐ No
- 5: BED LINEN.
☐ Yes
- 6: UPHOLSTRY \ CURTAINS **NC**
☐ No
- 7: TV \ TEL \ AC. **NC**
☐ No
- 8: SUPP \ STATIONERY.
☐ Yes
- 9: MAINTENANCE **NC**
☐ No
- 10: DUSTING **NC**
☐ No
- 11: TIDINESS.
☐ Yes
- 12: FURNITURE. **NC**
☐ No
- 13: GUEST BATHROOMS. **NC**
☐ No
- 14: FLOORS.
☐ Yes
- 15: BATHTUB \ WC. **NC**
☐ No
- 16: WASHBASIN \ COUNTER **NC**
☐ No
- 17: MIRRORS.
☐ Yes
- 18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 311

1: Ceiling

☒ Yes

2: Walls/ Photo Frames

☒ Yes

3: Floor **NC**

☐ No

4: WINDOW PANE \ LEDGES

☒ Yes

5: BED LINEN.

☒ Yes

6: UPHOLSTRY \ CURTAINS **NC**

☐ No

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

☐ No

8: SUPP \ STATIONERY. **NC**

☐ No

9: MAINTENANCE

☒ Yes

10: DUSTING **NC**

☐ No

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS. **NC**

☐ No

14: FLOORS. **NC**☐ No15: BATHTUB \ WC. **NC**☐ No

16: WASHBASIN \ COUNTER

☐ Yes

17: MIRRORS.

☐ Yes

18: DUSTING.

☐ Yes

19: MAINTENANCE.

☐ Yes20: SUPP \ STATIONERY \ BATH LINEN **NC**☐ No**Section:** Floors - Guest Rooms**Subsection:** 326

1: Ceiling

☐ Yes2: Walls/ Photo Frames **NC**☐ No

3: Floor

☐ Yes4: WINDOW PANE \ LEDGES **NC**☐ No5: BED LINEN. **NC**☐ No6: UPHOLSTRY \ CURTAINS **NC**☐ No7: TV \ TEL \ AC. **NC**☐ No8: SUPP \ STATIONERY. **NC**☐ No9: MAINTENANCE **NC**☐ No

10: DUSTING

☒ Yes

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS.

☒ Yes

14: FLOORS.

☒ Yes

15: BATHTUB \ WC. **NC**

☒ No

16: WASHBASIN \ COUNTER **NC**

☒ No

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

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

☒ No

Section: Floors - Guest Rooms

Subsection: 256

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

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

☐ No

8: SUPP \ STATIONERY.

☐ Yes

9: MAINTENANCE **NC**

☐ No

10: DUSTING **NC**

☐ No

11: TIDINESS. **NC**

☐ No

12: FURNITURE. **NC**

☐ No

13: GUEST BATHROOMS.

☐ Yes

14: FLOORS.

☐ Yes

15: BATHTUB \ WC. **NC**

☐ No

16: WASHBASIN \ COUNTER

☐ Yes

17: MIRRORS.

☐ Yes

18: DUSTING.

☐ Yes

19: MAINTENANCE.

☐ Yes

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

☐ No

Section: Floors - Guest Rooms

Subsection: 258

1: Ceiling

☐ Yes

- 2: Walls/ Photo Frames
☒ Yes
- 3: Floor **NC**
☒ No
- 4: WINDOW PANE \ LEDGES
☒ Yes
- 5: BED LINEN. **NC**
☒ No
- 6: UPHOLSTRY \ CURTAINS
☒ Yes
- 7: TV \ TEL \ AC. **NC**
☒ No
- 8: SUPP \ STATIONERY.
☒ Yes
- 9: MAINTENANCE **NC**
☒ No
- 10: DUSTING **NC**
☒ No
- 11: TIDINESS. **NC**
☒ No
- 12: FURNITURE. **NC**
☒ No
- 13: GUEST BATHROOMS.
☒ Yes
- 14: FLOORS.
☒ Yes
- 15: BATHTUB \ WC.
☒ Yes
- 16: WASHBASIN \ COUNTER
☒ Yes
- 17: MIRRORS. **NC**
☒ No
- 18: DUSTING.
☒ Yes

19: MAINTENANCE.

☒ Yes

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

☐ No

Section: Floors - Guest Rooms

Subsection: 260

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

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

☐ No

8: SUPP \ STATIONERY. **NC**

☐ No

9: MAINTENANCE **NC**

☐ No

10: DUSTING

☒ Yes

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS.

☒ Yes

14: FLOORS.

☒ Yes

15: BATHTUB \ WC. **NC**

☐ No

16: WASHBASIN \ COUNTER **NC**

☐ No

17: MIRRORS.

☐ Yes

18: DUSTING.

☐ Yes

19: MAINTENANCE. **NC**

☐ No

20: SUPP \ STATIONERY \ BATH LINEN

☐ Yes

Section: Floors - Guest Rooms

Subsection: 232

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

8: SUPP \ STATIONERY.

☐ Yes

9: MAINTENANCE

☐ Yes

10: DUSTING

☐ Yes

11: TIDINESS. **NC**

☐ No

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS.

☒ Yes

14: FLOORS.

☒ Yes

15: BATHTUB \ WC. **NC**

☐ No

16: WASHBASIN \ COUNTER

☒ Yes

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 138

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

7: TV \ TEL \ AC.

☒ Yes

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE **NC**

☒ No

10: DUSTING **NC**

☒ No

11: TIDINESS. **NC**

☒ No

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS. **NC**

☒ No

14: FLOORS.

☒ Yes

15: BATHTUB \ WC. **NC**

☒ No

16: WASHBASIN \ COUNTER **NC**

☒ No

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 140

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 **NC**
☒ No
- 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

Section: Floors - Guest Rooms

Subsection: 143

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

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: 147

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. **NC**

☐ No

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

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 262

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

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

☐ No

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE

☒ Yes

10: DUSTING **NC**

☒ No

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

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

☒ No

Section: Floors - Guest Rooms

Subsection: 261

1: Ceiling **NC**

☒ No

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. **NC**
☒ No
- 9: MAINTENANCE
☒ Yes
- 10: DUSTING **NC**
☒ No
- 11: TIDINESS.
☒ Yes
- 12: FURNITURE.
☒ Yes
- 13: GUEST BATHROOMS. **NC**
☒ No
- 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:** 141

- 1: Ceiling
☒ Yes
- 2: Walls/ Photo Frames **NC**
☒ No
- 3: Floor **NC**
☒ No
- 4: WINDOW PANE \ LEDGES
☒ Yes
- 5: BED LINEN. **NC**
☒ No
- 6: UPHOLSTRY \ CURTAINS **NC**
☒ No
- 7: TV \ TEL \ AC.
☒ Yes
- 8: SUPP \ STATIONERY.
☒ Yes
- 9: MAINTENANCE **NC**
☒ No
- 10: DUSTING **NC**
☒ No
- 11: TIDINESS.
☒ Yes
- 12: FURNITURE.
☒ Yes
- 13: GUEST BATHROOMS.
☒ Yes
- 14: FLOORS.
☒ Yes
- 15: BATHTUB \ WC. **NC**
☒ No
- 16: WASHBASIN \ COUNTER **NC**
☒ No

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

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

☒ No

Section: Gloss Level

Subsection: Marble Floor

1: Lobby **NC**

Rating: 4

2: Reception. **NC**

Rating: 6

3: Travel desk. **NC**

Rating: 7

4: OUT Entrance.

Rating: 8

5: Bell Desk **NC**

Rating: 3

6: Lobby lounge **NC**

Rating: 6

7: Lobby Entrance **NC**

Rating: 5

8: Guest elevator opposite

Rating: 8

9: Opposite to banquet office **NC**

Rating: 5

10: Gardenia entrance **NC**

Rating: 6

11: Senate **NC**

Rating: 4

12: Prefunction of Residency **NC**

Rating: 7

13: Gardenia entrance **NC**

Rating: 6

14: Tulips **NC**

Rating: 4

15: Lobby Gents rest room **NC**

Rating: 7

16: Lobby Ladies rest room

Rating: 8

17: Banquets Gents rest room **NC**

Rating: 7

18: Banquets Ladies rest room **NC**

Rating: 6

19: Gardenia entrance **NC**

Rating: 6

Section: Linen and Laundry

Subsection: Linen, Laundry & Guest Laundry

1: Linen room stacking **NC**

Rating: 6

2: Par stocks **NC**

Rating: 6

3: Annual indent **NC**

Rating: 6

4: Discards **NC**

Rating: 0

5: Quality of uniforms **NC**

Rating: 2

6: Quality of linen **NC**

Rating: 4

7: Uniform calendar **NC**

Rating: 0

8: Exchange timing

Rating: 10

9: Uniform exchange system

Rating: 10

- 10: Inventory of F&B Linen
Rating: 10
- 11: Inventory of Room linen
Rating: 10
- 12: Inventory of uniforms **NC**
Rating: 0
- 13: Pick up collection standards
Rating: 10
- 14: Sorting & Checking
Rating: 10
- 15: Marking & Tagging
Rating: 10
- 16: Processing
Rating: 10
- 17: Finishing
Rating: 10
- 18: Packing
Rating: 10
- 19: Billing
Rating: 10
- 20: Delivery
Rating: 10
- 21: Condition of machines ☒ Not Applicable
- 22: Equipment, Preventive maintenance ☒ Not Applicable
- 23: Standardized chemicals ☒ Not Applicable
- 24: Sorting standards ☒ Not Applicable
- 25: Washing standards ☒ Not Applicable
- 26: Finishing standards ☒ Not Applicable
- 27: Stacking standards ☒ Not Applicable
- 28: Awareness of snow white initiatives ☒ Not Applicable
- 29: Comfortable temperature in laundry ☒ Not Applicable

- 30: Safe work practices ☒ Not Applicable
- 31: Use of safety equipment ☒ Not Applicable
- 32: Quality of processed articles ☒ Not Applicable

Section: Contractual Service

Subsection: Contractual Service

- 1: Schedule of treatment for rooms **NC**
Rating: 0
- 2: Schedule of treatment for kitchen **NC**
Rating: 6
- 3: Schedule of treatment for F&B outlets **NC**
Rating: 6
- 4: Standards of chemicals
Rating: 10
- 5: Staff uniform and grooming
Rating: 10
- 6: Effectiveness
Rating: 10
- 7: Quality of flowers & flower vase **NC**
Rating: 0
- 8: Costing
Rating: 10
- 9: Skill knowledge
Rating: 8
- 10: Maintenance of plants **NC**
Rating: 5
- 11: Quality of landscaping **NC**
Rating: 5
- 12: Overall impression
Rating: 10
- 13: Periphery of the hotel
Rating: 10

Section: Records

Subsection: Records & Reports

- 1: Guest supplies
Rating: 10
- 2: Cleaning supplies
Rating: 10
- 3: Linen **NC**
Rating: 0
- 4: Uniforms **NC**
Rating: 0
- 5: Lost and found records
Rating: 10
- 6: L&F issues to the claimant
Rating: 10
- 7: L&F storage
Rating: 10
- 8: L&F Letters to guests
Rating: 10
- 9: L&F Disposals
Rating: 10
- 10: Room history
Rating: 10
- 11: Duty roaster & allocation register **NC**
Rating: 0
- 12: Departure record
Rating: 10
- 13: Log book messages and follow up **NC**
Rating: 0
- 14: Occupancy report (Twice a day)
Rating: 10
- 15: Under repair status
Rating: 10
- 16: DND List
Rating: 10

17: Property upkeep Report **NC**

Rating: 0

18: Monthly meeting reports **NC**

Rating: 0