

Audit Report for Audit ID - AU0076-3

SNO	Public Area	PEACOCK	AMBER	TEAL	SAFFRONSOUL	CYAN	MYSTIQUE BAR	LOBBY	AZURE	MEKONG	OBTAINED SCORE
1	Doors	C	C	C	C	C	C	C	C	C	100
2	Signage's	C	C	C	C	C	C	C	C	C	100
3	Carpet.	NC	C	C	N/A	C	NC	C	C	N/A	56
4	Ceiling.	NC	C	C	C	C	C	C	C	NC	78
5	Lights / TV	C	C	C	C	C	C	C	C	C	100
6	AC grills/Exhaust.	C	C	C	C	C	C	C	C	C	100
7	Walls.	NC	C	C	C	C	C	C	C	C	89
8	Paintings.	N/A	N/A	N/A	N/A	C	N/A	C	N/A	C	33
9	Panels.	C	C	C	NC	NC	C	C	C	C	78
10	Fabric.	C	C	C	C	C	C	C	C	C	100
11	Floor.	C	C	C	NC	C	C	C	C	NC	78
12	Dusting.	C	C	C	NC	C	NC	C	C	NC	67
13	Skirting.	C	C	C	C	C	C	C	C	C	100
14	Furniture.	C	C	C	C	C	C	C	C	C	100
15	Upholstery.	C	C	C	C	C	C	C	C	C	100
16	Polishing.	C	C	C	C	C	C	C	C	C	100
17	Accessories.	C	NC	C	C	C	C	C	C	C	89
18	Banquet/Tables.	C	C	C	C	C	C	C	C	C	100
19	Brass/Copper.	N/A	N/A	C	N/A	N/A	N/A	C	N/A	C	33
20	Window panes/Ledges.	C	C	C	C	C	C	C	C	C	100

SNO	Floors - Guest Rooms	3126	1126	3122	1119	1136	3119	1152	2128	3143	2129	2164	3142	1130	3139	2165	3159	1120	2132	1103	1118	OBTAINED SCORE
1	UPHOLSTRY \ CURTAINS	C	C	C	NC	C	C	C	C	C	C	C	NC	C	C	C	NC	C	C	NC	C	80
2	TV \ TEL \ AC.	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
3	SUPP \ STATIONERY.	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
4	MAINTENANCE	C	NC	C	C	C	NC	C	C	NC	C	C	C	C	C	NC	C	C	C	NC	C	75
5	DUSTING	C	C	C	C	C	C	NC	C	C	C	C	C	NC	C	C	C	C	C	C	C	90
6	TIDINESS.	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
7	FURNITURE.	C	C	C	C	C	C	C	C	NC	C	C	C	C	C	C	C	C	C	C	C	95
8	GUEST BATHROOMS.	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
9	FLOORS.	C	C	C	C	C	C	C	C	NC	C	C	C	C	C	C	C	C	C	C	C	95
10	BATHTUB \ WC.	C	C	C	C	C	C	C	C	C	C	C	C	C	NC	C	C	C	C	C	C	95
11	WASHBASIN \ COUNTER	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
12	MIRRORS.	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
13	DUSTING.	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
14	MAINTENANCE.	C	C	C	NC	NC	C	NC	NC	C	C	NC	NC	C	NC	C	C	C	C	NC	C	60
15	SUPP \ STATIONERY \ BATH LINEN	C	C	C	C	C	C	C	C	C	C	C	NC	C	NC	C	C	C	C	C	C	90
16	Ceiling	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
17	Walls/ Photo Frames	C	C	NC	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	95
18	Floor	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
19	WINDOW PANE \ LEDGES	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
20	BED LINEN.	C	C	C	C	NC	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	95

SNO	Gloss Level	Marble Floor	OBTAINED SCORE
1	Lobby	C	100
2	Reception.	C	100

3	Travel desk.	C	100	
4	OUT Entrance.	N/A	0	
5	Bell Desk	N/A	0	
6	Lobby lounge	N/A	0	
7	Lobby Entrance	C	100	
8	Guest elevator opposite	C	100	
9	Opposite to banquet office	N/A	0	
10	Gardenia entrance	N/A	N/A	N/A
11	Senate	N/A	0	
12	Prefunction of Residency	N/A	0	
13	Tulips	C	100	
14	Lobby Gents rest room	C	100	
15	Lobby Ladies rest room	C	100	
16	Banquets Gents rest room	C	100	
17	Banquets Ladies rest room	C	100	

SNO	Procedures	GUEST ROOMS	OBTAINED SCORE
1	Bathroom linen standardization.	C	100
2	Tea /coffee making facility in the room.	C	100
3	Room history maintenance.	C	100
4	Table / wardrobe drawers in guest rooms.	C	100
5	Housekeeping - Machines.	C	100
6	Housekeeping - Turndown service.	C	100
7	Bathroom amenities for double occupancy rooms.	C	100
8	Suite bathroom amenities .	C	100
9	Magazines provided to guest rooms.	C	100
10	Laundry - garment finishing standards.	C	100
11	Carpets.	NC	0
12	Care and maintenance of runners.	C	100
13	Standardized in room items.	C	100
14	Sleep quality comfort.	C	100
15	Specification of cleaning chemicals.	C	100
16	Standardized bed linen / mattress / foundation.	C	100
17	Standardization of par levels for room linen and table linen.	C	100
18	Measurable instruments for quality / standards measurements.	C	100
19	Guest-laundry pickup.	C	100

SNO	Linen and Laundry	Linen, Laundry & Guest Laundry	OBTAINED SCORE
1	Linen room stacking	C	100
2	Par stocks	C	100
3	Annual indent	C	100
4	Discards	C	100
5	Quality of uniforms	C	100
6	Quality of linen	C	100
7	Uniform calendar	C	100

8	Exchange timing	C	100
9	Uniform exchange system	C	100
10	Inventory of F&B Linen	C	100
11	Inventory of Room linen	C	100
12	Inventory of uniforms	C	100
13	Pick up collection standards	C	100
14	Sorting & Checking	C	100
15	Marking & Tagging	C	100
16	Processing	C	100
17	Finishing	C	100
18	Packing	C	100
19	Billing	C	100
20	Delivery	C	100
21	Condition of machines	C	100
22	Equipment, Preventive maintenance	C	100
23	Standardized chemicals	C	100
24	Sorting standards	C	100
25	Washing standards	C	100
26	Finishing standards	C	100
27	Stacking standards	C	100
28	Awareness of snow white initiatives	C	100
29	Comfortable temperature in laundry	C	100
30	Safe work practices	C	100
31	Use of safety equipment	C	100
32	Quality of processed articles	C	100

SNO	Records	Records & Reports	OBTAINED SCORE
1	Guest supplies	C	100
2	Cleaning supplies	C	100
3	Linen	C	100
4	Uniforms	C	100
5	Lost and found records	C	100
6	L&F issues to the claimant	C	100
7	L&F storage	C	100
8	L&F Letters to guests	C	100
9	L&F Disposals	NC	0
10	Room history	C	100
11	Duty roaster & allocation register	C	100
12	Attendance record	C	100
13	Log book messages and follow up	C	100
14	Occupancy report (Twice a day)	C	100
15	Under repair status	C	100
16	DND List	C	100
17	Property upkeep Report	C	100
18	Monthly meeting reports	C	100

SNO	Contractual Service	Contractual Service	OBTAINED SCORE
1	Schedule of treatment for rooms	C	100
2	Schedule of treatment for kitchen	C	100
3	Schedule of treatment for F&B outlets	C	100
4	Standards of chemicals	C	100
5	Staff uniform and grooming	C	100
6	Effectiveness	C	100
7	Quality of flowers & flower vase	C	100
8	Costing	C	100
9	Skill knowledge	C	100
10	Maintenance of plants	C	100
11	Quality of landscaping	C	100
12	Overall impression	C	100
13	Periphery of the hotel	C	100

SNO	Rest Rooms	LADIES LOCKER	GENTS TOILET	LOBBY GENTS REST ROOM	LOBBY LADIES REST ROOM	BANQUET GENTS REST ROOM	BANQUET LADIES REST ROOM	EXECUTIVES GENTS LOCKER	EXECUTIVES LADIES LOCKER	OBTAINED SCORE
1	Mattress / Other things	C	C	N/A	N/A	N/A	N/A	C	C	50
2	Taps.	C	C	C	C	C	C	C	C	100
3	Maintenance.	C	NC	C	C	NC	C	C	C	75
4	Smell.	C	C	C	C	C	NC	C	C	88
5	Floor.	C	C	C	C	C	C	C	C	100
6	Tiles.	C	C	C	C	C	C	C	C	100
7	W/C	C	C	C	C	C	C	C	C	100
8	Basin.	C	C	C	C	C	C	C	C	100
9	Mirror	C	C	NC	C	C	C	C	C	88
10	Soap /Supplies	C	C	C	C	C	C	C	C	100
11	Door /Walls / Ceiling	C	C	C	C	C	C	C	C	100
12	Exhaust	C	C	C	C	C	C	C	NC	88
13	Urinal.	N/A	C	C	N/A	C	N/A	C	N/A	50