Audit Report for Audit ID - AU00132-1 <u>Housekeeping Audit</u>

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 /	
S.No	Sections	SCORE OBTAINED		Decrease (-/ +)	
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



Observation Text:

Round AC grill to be cleaned

2: Walls. NC



Observation Text:

Wall to be dusted aboce AC grills at guest lounge

Section: Public Area **Subsection:** SKY BAR

1: Ceiling. NC



Observation Text : Seepage at entrance

2: Floor. NC



Observation Text:

Floor corners to be cleaned

3: Furniture. NC



Observation Text:

One Sofa upholstery worn out

Section: Public Area

Subsection: PI-ALL DAY DINING

1: Walls. NC



Observation Text: wall paper damaged

2: Paintings. NC



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



Observation Text : Picture frame tilted

Section: Public Area

Subsection: CONESTELLATION

1: Fabric. NC



Observation Text : cloth panels stained

2: Floor. NC



Observation Text:

not vacuumed, Carpet shampooing to be done

Section: Public Area **Subsection:** OMNI

1: Doors NC



Observation Text : Dust on door handles

2: Walls. NC



Observation Text:

Scratches on wall panels

3: Panels. NC



Observation Text : Stains on panels

4: Accessories. NC



Observation Text : Dust on AV racks

Section: Public Area **Subsection:** ORION

1: Doors NC



Observation Text : To be polished well

2: Panels. NC



Observation Text : Stains on wall panels

3: Accessories. NC



Observation Text : Dust on AV racks

Section: Public Area **Subsection:** VEGA

1: Paintings. NC



Observation Text:

Stains pillar to be painted

2: Floor. NC



Observation Text : Carpet to vacuum

Section: Public Area **Subsection:** NOVA

1: Doors NC



Observation Text:

Door bottom area damaged

2: Furniture. NC



Observation Text:

Veneer wooden platform to polish

Section: Public Area

Subsection: CONSETLLATION PRE FUNTION

1: Ceiling. NC



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



Observation Text:

Smelling not fresh

2: Basin. NC



Attachments:

QUE226_IMG_20180217_122134.jpg

Observation Text:

Iron support under wash basin to paint

3: Door /Walls / Ceiling NC



Observation Text:

Full of stains on doors

4: Exhaust NC



Observation Text:

To be cleaned

5: Urinal. NC



Attachments:

QUE231_IMG_20180217_122409.jpg

Observation Text:

Urinal blocked

6: Mattress / Other yhings NC



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 scocks)

Section: Rest Rooms

Subsection: LADIES LOCKER

1: Mattress / Other yhings NC



Observation Text:

2 Pedal dust bins are not working

Section: Rest Rooms

Subsection: LOBBY GENTS REST ROOM

1: Door /Walls / Ceiling NC



Observation Text:

Doors and frames to be polished

Section: Rest Rooms

Subsection: LOBBY LADIES REST ROOM

1: Mattress / Other yhings NC



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



Observation Text: Cracks on ceiling

Section: Rest Rooms

Subsection: EXECUTIVES GENTS LOCKER

1: Maintenance. NC



Observation Text: Walls to be painted

2: Tiles. NC



Observation Text:

Tile Skirting dusting to be done

3: Exhaust NC



Observation Text:

To be dusted

Section: Rest Rooms

Subsection: EXECUTIVES LADIES LOCKER

1: Maintenance. NC



Observation Text:

POP around the ceiling light to be applied

Section: Rest Rooms

Subsection: STAFF GENTS LOCKER

1: Smell. NC



Observation Text:

Full bad smell

2: Floor. NC



Observation Text:

not cleaned

3: Mirror NC



Observation Text : to be cleaned properly



Observation Text: Walls to be painted

5: Exhaust NC



Observation Text:

To be cleaned

6: Mattress / Other yhings NC



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



Observation Text : wall tile broken

2: Tiles. NC



Observation Text :

Tile edge broken

Section: Rest Rooms

Subsection: POOL SIDE LADIES REST ROOM

1: W/C NC



2: Basin. NC



Observation Text:

Drain covers not cleaned

3: Door /Walls / Ceiling NC



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



Observation Text:

Curtain hooks to he fixed

Section: Floors - Guest Rooms

Subsection: 719

1: TV\TEL\AC. NC



Observation Text:

Telephone time to set

2: MAINTENANCE NC



Observation Text:

Side table to polish

3: SUPP\STATIONERY\BATHLINEN NC



Observation Text:

Hand towels alignment not proper

Section: Floors - Guest Rooms

Subsection: 616

1: BED LINEN. NC



Observation Text:

Pillows alignment not good

2: TV\TEL\AC. NC



Observation Text:

Telephone time to set

3: SUPP\STATIONERY. NC



Observation Text:

Long drinking glass placed - 1

4: MAINTENANCE. NC



Observation Text:

Veneer to stick properly at bathroom door

Section: Floors - Guest Rooms

Subsection: 610

1: Floor NC



Observation Text:

Found used paper on floor

2: SUPP\STATIONERY. NC



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



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



Observation Text : Stinking - Urine smell

Section: Floors - Guest Rooms

Subsection: 1132

1: TV\TEL\AC. NC



Observation Text:
I home time to set

2: MAINTENANCE NC



Observation Text:

Gaps beside door frame to fill

3: GUEST BATHROOMS. NC



Observation Text : Smudges on ceiling

4: MAINTENANCE. NC



Observation Text:

Veneer to polish

Section: Floors - Guest Rooms

Subsection: 1116

Section: Floors - Guest Rooms

Subsection: 309

1: Ceiling NC



Observation Text : Scratches on trap door

2: TV\TEL\AC. NC



Observation Text : Telephone time to set

Section: Floors - Guest Rooms

Subsection: 1022

1: TV\TEL\AC. NC



Observation Text : I home time to set

2: MAINTENANCE NC



Observation Text:

Groove gap to fill beside AC

3: MAINTENANCE. NC



Observation Text : Exhaust to paint

Section: Floors - Guest Rooms

Subsection: 912

1: UPHOLSTRY\CURTAINS NC



Observation Text:

Curtain hooks to be fixed

2: SUPP\STATIONERY. NC



Observation Text:

Dust bin rusted

3: MAINTENANCE NC

No

Observation Text:

No sprinkler cap

4: SUPP\STATIONERY\BATHLINEN NC



Observation Text:

No bath robe

Section: Floors - Guest Rooms

Subsection: 907

1: MAINTENANCE NC



Observation Text:

Wires to conceal at curtain

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: 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 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



Observation Text:

Tarnished

Section: Rest Rooms

Subsection: EXECUTIVES GENTS LOCKER

1: Maintenance. NC



Observation Text: Walls to be painted

Section: Rest Rooms

Subsection: STAFF GENTS LOCKER

1: Smell. NC



Observation Text:

Full bad smell

2: Floor. NC



Observation Text:

not cleaned

3: Mirror NC



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 aboce 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.
,	15: Upholstery. Yes
,	16: Polishing. Yes
	7: Accessories. Yes
,	8: Banquet/Tables. Yes
,	9: Brass/Copper. Yes
2	20: Window panes/Ledges. Yes
	Section: Public Area Subsection: SKY BAR
,	I: Doors Yes
2	2: Signage's Yes
3	3: Carpet. Yes
2	4: Ceiling. NC No
	Observation Text : Seepage at entrance
ţ	5: Lights / TV Yes
(S: AC grills/Exhaust. Yes
7	7: Walls. Yes
8	3: Paintings. Yes

	Green Park Corporate Audit Team
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
	ction: Public Area
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

	Green Park Corporate Audit Team
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	



Observation Text:

Dust on door handles

- 2: Signage's
 - Yes
- 3: Carpet.



4: Ceiling.



5: Lights / TV



6: AC grills/Exhaust.



7: Walls. NC



Observation Text:

Scratches on wall panels

8: Paintings.



9: Panels. NC



Observation Text:

Stains on panels

10: Fabric.



11: Floor.



12: Dusting.



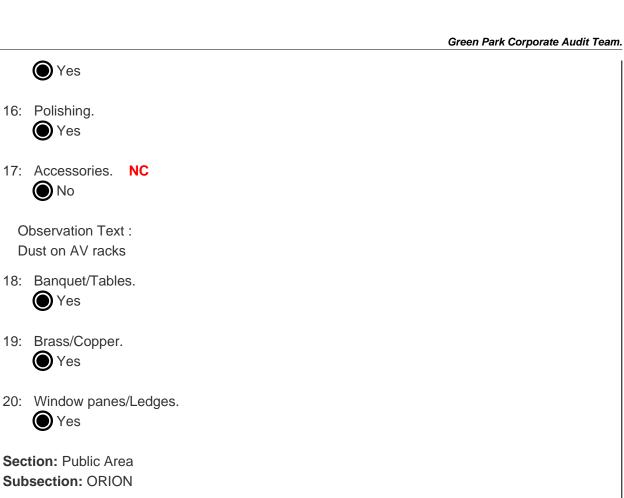
13: Skirting.



14: Furniture.



15: Upholstery.



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



Observation Text : Stains on wall panels

10: Fabric.



11: Floor.



12: Dusting.



13: Skirting.



14: Furniture.



15: Upholstery.



16: Polishing.



17: Accessories. NC



Observation Text:
Dust on AV racks

18: Banquet/Tables.



19: Brass/Copper.



20: Window panes/Ledges.



Section: Public Area **Subsection:** VEGA

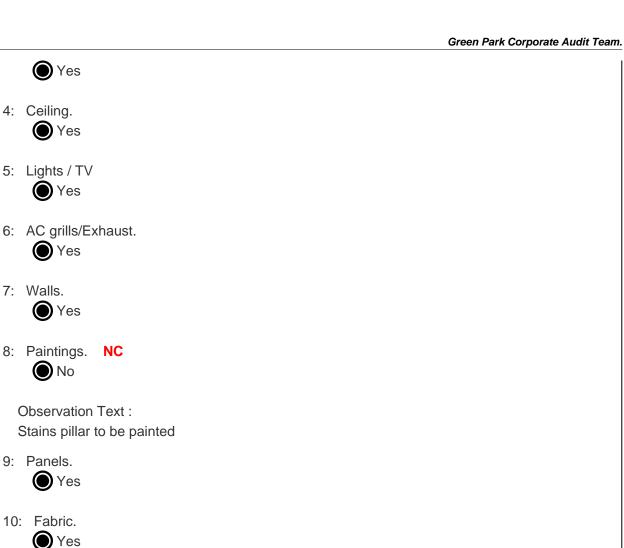
1: Doors

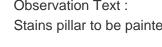


2: Signage's



3: Carpet.





- 10: Fabric.
- 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.



19: Brass/Copper.



20: Window panes/Ledges.



Section: Public Area Subsection: NOVA

1: Doors NC



Observation Text:

Door bottom area damaged

2: Signage's



3: Carpet.



4: Ceiling.



5: Lights / TV



6: AC grills/Exhaust.



7: Walls.



8: Paintings.



9: Panels.



10: Fabric.



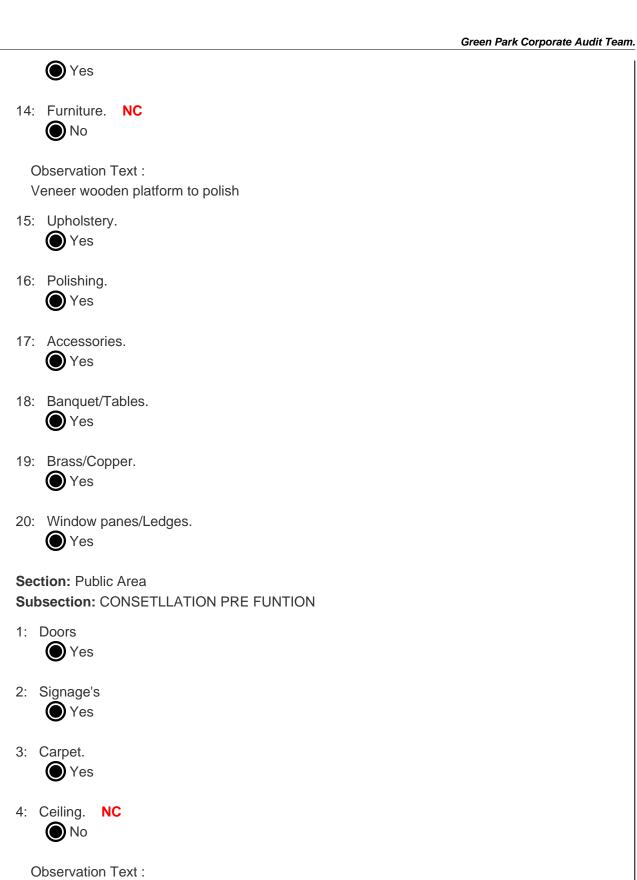
11: Floor.



12: Dusting.



13: Skirting.

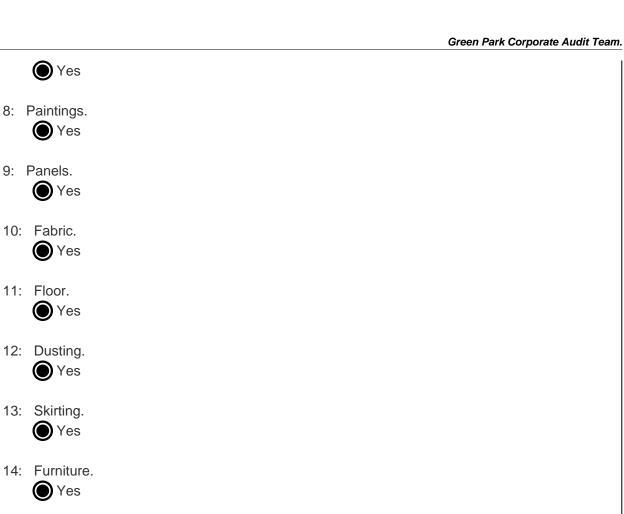


Cracks on ceiling

6: AC grills/Exhaust. Yes

5: Lights / TV Yes

7: Walls.



- 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

- 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.

Green Park Corporate Audit Team. 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
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



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 scocks)

Section: Rest Rooms

Subsection: LADIES LOCKER

1: Taps.

Yes





3: Smell.



4: Floor.



5: Tiles.



6: W/C



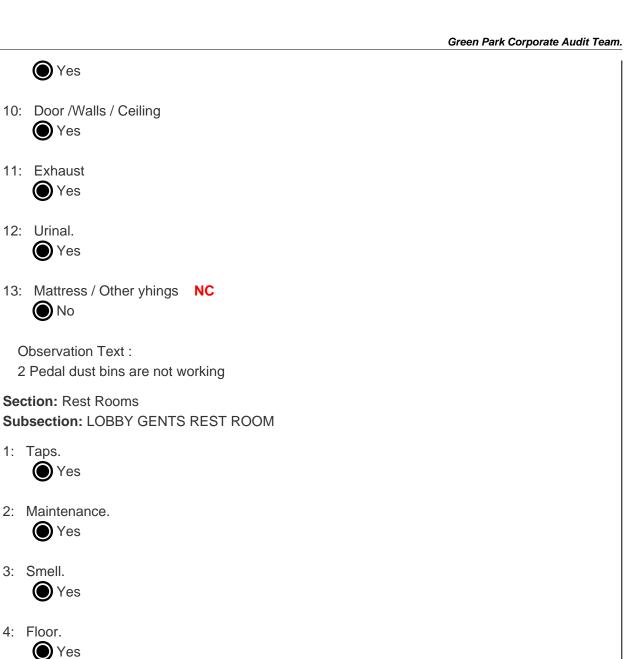
7: Basin.



8: Mirror



9: Soap /Supplies



6: W/C Yes

5: Tiles.

- 7: Basin. Yes
- 8: Mirror Yes
- 9: Soap /Supplies Yes
- 10: Door /Walls / Ceiling NC No

	Green Park Corporate Audit Team
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



Observation Text:

2 Pedal dust bins arw not working

Section: Rest Rooms

Subsection: BANQUET GENTS REST ROOM

1: Taps.



2: Maintenance.



3: Smell.



4: Floor.



5: Tiles.



6: W/C



7: Basin.



8: Mirror NC



Observation Text:

Tarnished

9: Soap /Supplies



10: Door /Walls / Ceiling



11: Exhaust



12: Urinal.



13: Mattress / Other yhings



Section: Rest Rooms

Green Park Corporate Audit Team. Subsection: BANQUET LADIES REST ROOM 1: Taps. Yes 2: 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 Yes 12: Urinal. Not Applicable 13: Mattress / Other yhings Yes Section: Rest Rooms Subsection: EXECUTIVES GENTS LOCKER 1: Taps. Yes 2: Maintenance. NC

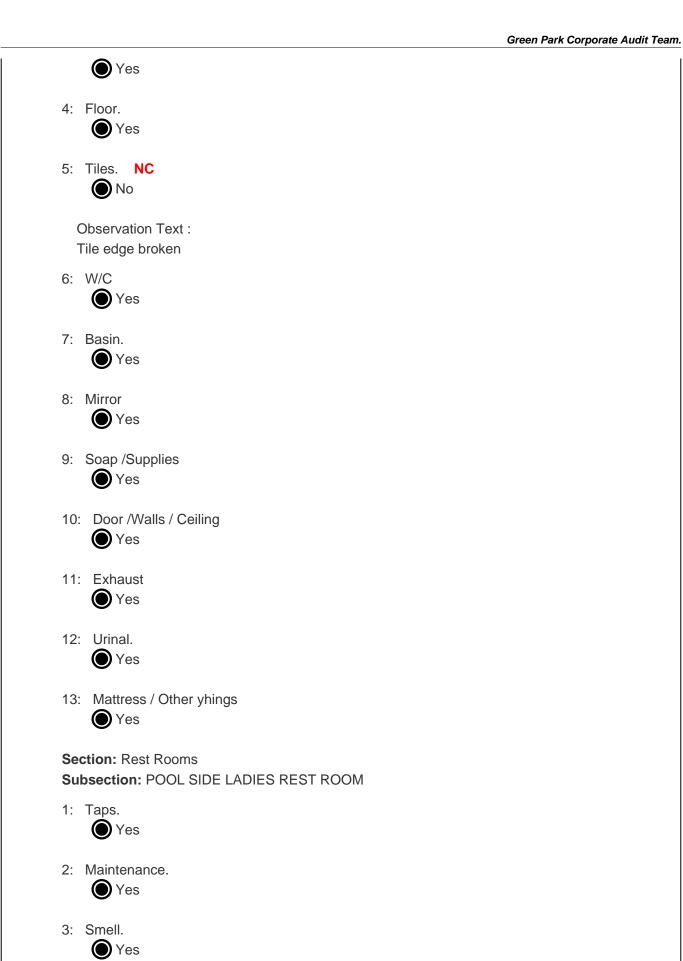
No

			•
Observation Walls to be			
3: Smell. Yes			
4: Floor. Yes			
5: Tiles. No			
Observation Tile Skirting	Text : dusting to be done		
6: W/C Yes			
7: Basin. Yes			
8: Mirror Yes			
9: Soap /Sup Yes	plies		
10: Door /Wa	ılls / Ceiling		
11: Exhaust No	NC		
Observation To be duste			
12: Urinal. Yes			
13: Mattress Yes	/ Other yhings		
Section: Rest Subsection: E	Rooms EXECUTIVES LADIES L	OCKER	
1: Taps. Yes			
2: Maintenan	ce. NC		
Observation	Text:		

	Green Park Corporate Audit Tean
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

	Green Park Corporate Audit Tean
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	



4: Floor.

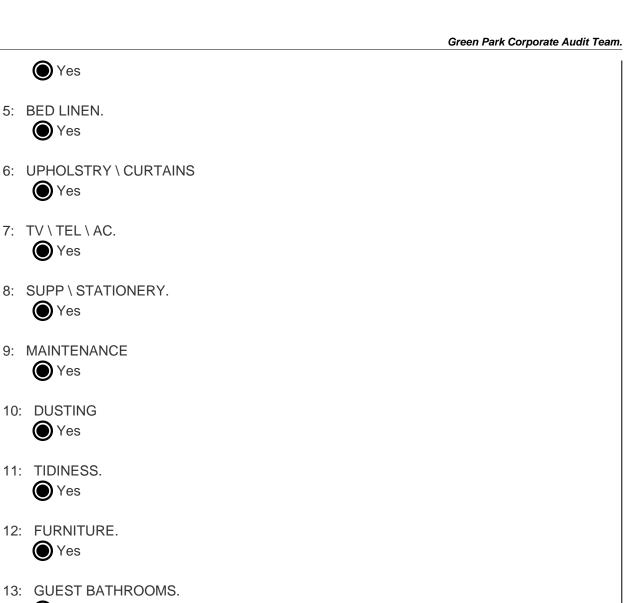
5: Tiles.

Yes

	Green Park Corporate Audit Tear
Yes	
6: W/C NC No 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. Vot 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. Vot 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
12: Urinal.
13: Mattress / Other yhings
Section: Rest Rooms Subsection: FRACTILE BAR LADIES
1: Taps. Not Applicable
2: Maintenance. Vot Applicable
3: Smell.
4: Floor. Not Applicable
5: Tiles. Not Applicable
6: W/C Not Applicable
7: Basin. Not Applicable
8: Mirror Not Applicable
9: Soap /Supplies
10: Door /Walls / Ceiling Not Applicable
11: Exhaust Not Applicable
12: Urinal. Not Applicable
13: Mattress / Other yhings
Section: Floors - Guest Rooms Subsection: 906
1: Ceiling Yes
2: Walls/ Photo Frames Yes
3: Floor Yes

4: WINDOW PANE \ LEDGES



- 14: FLOORS. Yes
- 15: BATHTUB\WC. Yes
- 16: WASHBASIN \ COUNTER Yes
- 17: MIRRORS. Yes
- 18: DUSTING. Yes
- 19: MAINTENANCE. Yes
- 20: SUPP\STATIONERY\BATHLINEN Yes

	ceiling Yes
	Valls/ Photo Frames Yes
3: F	loor Yes
	VINDOW PANE \ LEDGES Yes
	SED LINEN. Yes
	IPHOLSTRY \ CURTAINS Yes
7: T	V\TEL\AC. Yes
	SUPP \ STATIONERY. Yes
9: N	MAINTENANCE NC No
	res to be concealed at curtains
	DUSTING Yes
	TIDINESS. Yes
	FURNITURE. Yes
	GUEST BATHROOMS. Yes
	FLOORS. Yes
15.	BATHTUB\WC.

17: MIRRORS.	16: WASHBASIN \ COUNTER Yes
 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 20: SUPP\STATIONERY\BATH LINEN	_
Section: Floors - Guest Rooms Subsection: 810 1: Ceiling	_
Subsection: 810 1: Ceiling	_
 Yes Walls/ Photo Frames Yes Floor Yes WINDOW PANE \ LEDGES Yes BED LINEN. Yes UPHOLSTRY \ CURTAINS Yes TV \ TEL \ AC. Yes SUPP \ STATIONERY. Yes MAINTENANCE Yes DUSTING Yes TIDINESS. 	
 Yes 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 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 6: UPHOLSTRY\CURTAINS	
Yes 7: TV\TEL\AC. Yes 8: SUPP\STATIONERY. Yes 9: MAINTENANCE Yes 10: DUSTING Yes 11: TIDINESS.	_
 Yes 8: SUPP \ STATIONERY. Yes 9: MAINTENANCE Yes 10: DUSTING Yes 11: TIDINESS. 	_
9: MAINTENANCE Yes 10: DUSTING Yes 11: TIDINESS.	_
Yes 10: DUSTING Yes 11: TIDINESS.	
Yes 11: TIDINESS.	_
_	_

12:	FURNITURE. Yes	
13:	GUEST BATHROOMS. Yes	
14:	FLOORS. Yes	
15:	BATHTUB \ WC. Yes	
16:	WASHBASIN \ COUNTER NC No	
	Observation Text : tains on vanity counter shelves	
17:	MIRRORS. Yes	
18:	DUSTING. Yes	
19:	MAINTENANCE. Yes	
20:	SUPP \ STATIONERY \ BATH LINEN Yes	
	etion: Floors - Guest Rooms esection: 816	
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	

	Green Park Corporate Audit Team.
Observation Text : Curtain hooks to he 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	

		Groom and Gorporato Maure round
:	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 No	NC		
	Observation Text : land towels alignment not proper			
	ction: Floors - Guest Rooms osection: 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 : ong drinking glass placed - 1			
9:	MAINTENANCE			

		Green Park Corporate Audit Team.
	Yes	
10:	DUSTING Yes	
11:	TIDINESS. Yes	
12:	FURNITURE. Yes	
13:	GUEST BATHROOMS. Yes	
14:	FLOORS. Yes	
15:	BATHTUB\WC.	
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	
	ction: Floors - Guest Rooms bsection: 610	
1:	Ceiling Yes	
2:	Walls/ Photo Frames Yes	

3: Floor NC No

Observation Text:

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Green Park Corporate Audit Team. 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.



20: SUPP \ STATIONERY \ BATH LINEN



Section: Floors - Guest Rooms

Subsection: 512

1: Ceiling Yes

2: Walls/ Photo Frames



3: Floor



4: WINDOW PANE \ LEDGES



5: BED LINEN.



6: UPHOLSTRY\CURTAINS



7: TV\TEL\AC.



8: SUPP\STATIONERY.



9: MAINTENANCE



10: DUSTING



11: TIDINESS.



12: FURNITURE.



13: GUEST BATHROOMS.



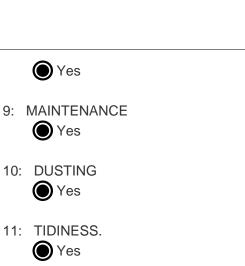
14: FLOORS.



	BATHTUB \ WC. Yes
	WASHBASIN \ COUNTER Yes
	MIRRORS. Yes
	DUSTING. Yes
	MAINTENANCE. Yes
	SUPP \ STATIONERY \ BATH LINEN Yes
	tion: Floors - Guest Rooms section: 504
1: (Ceiling Yes
	Walls/ Photo Frames Yes
3: F	Floor Yes
	WINDOW PANE \ LEDGES Yes
	BED LINEN. Yes
	JPHOLSTRY \ CURTAINS Yes
	Yes Yes
	SUPP \ STATIONERY. Yes
	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
	tion: Floors - Guest Rooms section: 402
1:	Ceiling Not Applicable
2: '	Walls/ Photo Frames 🕢 Not Applicable
3:	Floor Not Applicable
4:	WINDOW PANE \ LEDGES
5:	BED LINEN. 🕢 Not Applicable
6:	UPHOLSTRY \ CURTAINS
7:	TV \ TEL \ AC.
8:	SUPP \ STATIONERY.
9:	MAINTENANCE Not Applicable

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

 Yes
- 14: FLOORS.

 Yes
- 15: BATHTUB\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:** 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	

	ction: Floors - Guest Rooms bsection: 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. OYes
14	: FLOORS. Yes
15	: BATHTUB\WC.
16	: WASHBASIN \ COUNTER OYes

17:	MIRRORS. Yes
18:	DUSTING. Yes
19:	MAINTENANCE. Yes
20:	SUPP\STATIONERY\BATH LINEN Yes
	etion: Floors - Guest Rooms osection: 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

	Croom and Corporato ma	are roun
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		

	Yes
	V\TEL\AC. NC No
	oservation Text : ome time to set
8: 5	CUPP \ STATIONERY. Yes
	MAINTENANCE NC No
	oservation Text : aps beside door frame to fill
10:	DUSTING Yes
	TIDINESS. Yes
	FURNITURE. Yes
13:	GUEST BATHROOMS. NC
	oservation Text : nudges on ceiling
	FLOORS. Yes
	BATHTUB \ WC. Yes
	WASHBASIN \ COUNTER Yes
	MIRRORS. Yes
	DUSTING. Yes
19:	MAINTENANCE. NC No

Green Park Corporate Audit Team. 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

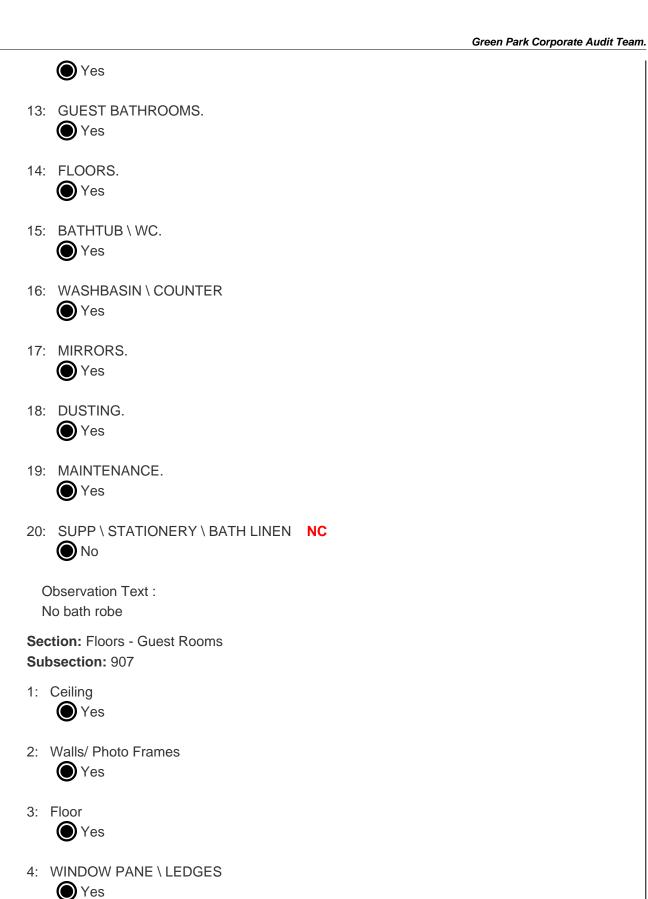
14: FLOORS. Yes

15	BATHTUB\WC. Yes
16	WASHBASIN \ COUNTER Yes
17	MIRRORS. Yes
18	DUSTING. Yes
19	Yes
20	SUPP \ STATIONERY \ BATH LINEN Yes
	ction: Floors - Guest Rooms bsection: 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

	·	
	NTENANCE Yes	
10: DU	Yes	
_	OINESS. Yes	
	Yes	
	JEST BATHROOMS. Yes	
14: FL0	OORS. Yes	
_	THTUB\WC. Yes	
_	ASHBASIN \ COUNTER Yes	
_	RRORS. Yes	
18: DU	Yes	
_	AINTENANCE. Yes	
	IPP \ STATIONERY \ BATH LINEN Yes	
	tion: 1022	
1: Ceili	Yes	
_	Is/ Photo Frames Yes	
3: Floo	Yes	
_	IDOW PANE \ LEDGES Yes	

5: BED LINEN. Yes	
6: UPHOLSTRY\CURTAINS Yes	
7: TV\TEL\AC. NC	
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.

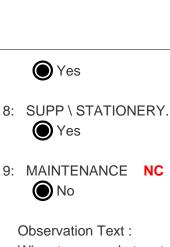


5: BED LINEN. Yes

Yes

7: TV\TEL\AC.

6: UPHOLSTRY\CURTAINS



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

- 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
9: Opposite to banquet office Not Applicable
10: Gardenia entrance V 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 V 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