# Audit Report for Audit ID - AU0099-1 <u>Housekeeping Audit</u>

Audit Score 82/100

#### **Details**

Audit	AU0099
Scheduled Audit	AU0099-1
Location	Chennai
Hotel	GreenPark Hotel- GPC
Department	House Keeping
Checklist	Housekeeping Audit
Audit Type	Internal
Auditor	Uday Bhasker Reddy
Start Date	01-09-2017
End Date	30-09-2017
Submitted Date	28-02-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	0
Chronic Issues	0

## Comparison

## GREENPARK HOTEL- GPC HOUSEKEEPING AUDIT

HOUSEKEEPING AUDIT		Sep 2017	VARIANCE	% of Increase /
S.No	Sections	SCORE OBTAINED		Decrease (-/ +)
1	Public Area	84	-	-
2	Procedures	74	-	-
3	Rest Rooms	82	-	-
4	Gloss Level	76	-	-
5	Linen and Laundry	84	-	-
6	Contractual Service	83	-	-
7	Records	87	-	-
8	Floors - Guest Rooms	82	-	-
	Audit Score	<b>8</b> 2	-	-

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

## **Non-Compliance**

**Section:** Public Area **Subsection:** LOBBY

1: Accessories. NC



2: Window panes/Ledges. NC



**Section:** Public Area **Subsection:** OUT

1: Doors NC



2: Dusting. NC



3: Furniture. NC



4: Banquet/Tables. NC



**Section:** Public Area **Subsection:** TULIPS

1: Ceiling. NC



2: AC grills/Exhaust. NC



3: Furniture. NC



4: Upholstery. NC



Section: Public Area

Subsection: MUSTANG BAR

1: Ceiling. NC



2: Floor. NC



**Section:** Public Area **Subsection:** PALLAVI

1: Panels. NC



2: Banquet/Tables. NC



**Section:** Public Area **Subsection:** BHARINI

1: Upholstery. NC



2: Banquet/Tables. NC



**Section:** Public Area **Subsection:** VAUHINI

1: Carpet. NC



2: Banquet/Tables. NC



Section: Public Area

Subsection: BOARD ROOM 2

1: Ceiling. NC



2: Panels. NC



3: Floor. NC



4: Banquet/Tables. NC



Section: Public Area

Subsection: SESHMAHAL

1: Carpet. NC



2: AC grills/Exhaust. NC



3: Fabric. NC



4: Dusting. NC



5: Skirting. NC



6: Polishing. NC



7: Banquet/Tables. NC



Section: Procedures

Subsection: GUEST ROOMS

1: Bathroom linen standardization. **NC** Rating: 4

2: Tea /coffee making facility in the room. NC Rating: 0

3: Housekeeping - Machines. NC Rating: 6

- 4: Laundry garment finishing standards. **NC** Rating: 4
- 5: Carpets. NC Rating: 0
- 6: Standardized bed linen / mattress / foundation. NC Rating: 6
- 7: Standardization of par levels for room linen and table linen. NC Rating: 0

Section: Rest Rooms

**Subsection: GENTS TOILET** 

1: Tiles. NC No

2: Soap /Supplies NC



3: Exhaust NC



Section: Rest Rooms

Subsection: LADIES LOCKER

1: Taps. NC



2: Exhaust NC



Section: Rest Rooms

Subsection: LOBBY GENTS REST ROOM

1: Maintenance. NC



2: Exhaust NC



3: Urinal. NC



Section: Rest Rooms

Subsection: LOBBY LADIES REST ROOM

1: Exhaust NC



2: Urinal. NC



Section: Rest Rooms

Subsection: BANQUET GENTS REST ROOM

1: Maintenance. NC



2: W/C NC



3: Mirror NC



4: Urinal. NC



Section: Rest Rooms

Subsection: EXECUTIVES GENTS LOCKER

1: Exhaust NC



Section: Rest Rooms

Subsection: EXECUTIVES LADIES LOCKER

1: Exhaust NC



Section: Rest Rooms

Subsection: POOL SIDE MENS REST ROOM

1: Maintenance. NC



2: W/C NC



3: Mirror NC



4: Urinal. NC



Section: Rest Rooms

Subsection: POOL SIDE LADIES REST ROOM

1: Maintenance. NC



2: Urinal. NC



Section: Floors - Guest Rooms

Subsection: 514

1: Walls/ Photo Frames NC



2: Floor NC



3: SUPP\STATIONERY. NC



4: DUSTING NC



5: TIDINESS. NC



6: GUEST BATHROOMS. NC



7: BATHTUB\WC. NC



8: SUPP\STATIONERY\BATHLINEN NC



Section: Floors - Guest Rooms

Subsection: 241

1: WINDOW PANE \ LEDGES NC



2: BATHTUB\WC. NC



3: MAINTENANCE. NC



Section: Floors - Guest Rooms

Subsection: 239

1: Ceiling NC



2: SUPP\STATIONERY. NC



3: WASHBASIN \ COUNTER NC



4: MAINTENANCE. NC



Section: Floors - Guest Rooms

Subsection: 335

1: Ceiling NC



2: WINDOW PANE \ LEDGES NC



3: BED LINEN. NC



4: MAINTENANCE. NC



5: SUPP\STATIONERY\BATHLINEN NC



Section: Floors - Guest Rooms

Subsection: 338

1: BED LINEN. NC

No

2: MAINTENANCE. NC

No

Section: Floors - Guest Rooms

Subsection: 339

1: BED LINEN. NC



2: BATHTUB\WC. NC



Section: Floors - Guest Rooms

Subsection: 324

Section: Floors - Guest Rooms

Subsection: 427

1: Floor NC No

2: BED LINEN. NC



3: SUPP\STATIONERY. NC



4: GUEST BATHROOMS. NC



5: DUSTING. NC



Section: Floors - Guest Rooms

Subsection: 414

1: Ceiling NC



2: BED LINEN. NC



3: TV\TEL\AC. NC



4: BATHTUB\WC. NC



Section: Floors - Guest Rooms

Subsection: 523

1: GUEST BATHROOMS. NC



2: MIRRORS. NC



Section: Floors - Guest Rooms

Subsection: 529

1: BED LINEN. NC



2: TV\TEL\AC. NC



Section: Floors - Guest Rooms

Subsection: 625

1: BED LINEN. NC



2: SUPP\STATIONERY. NC



3: GUEST BATHROOMS. NC



4: SUPP\STATIONERY\BATHLINEN NC



Section: Floors - Guest Rooms

Subsection: 628

1: Walls/ Photo Frames NC



2: FURNITURE. NC



3: GUEST BATHROOMS. NC



Section: Floors - Guest Rooms

Subsection: 608

1: Floor NC



2: TV\TEL\AC. NC



3: GUEST BATHROOMS. NC



4: WASHBASIN \ COUNTER NC



Section: Floors - Guest Rooms

Subsection: 331

1: Floor NC



2: GUEST BATHROOMS. NC



3: MAINTENANCE. NC



Section: Floors - Guest Rooms

Subsection: 527

1: Floor NC



2: SUPP\STATIONERY. NC



3: GUEST BATHROOMS. NC



4: BATHTUB\WC. NC



5: WASHBASIN \ COUNTER NC



Section: Floors - Guest Rooms

Subsection: 526

1: Walls/ Photo Frames NC



2: TV\TEL\AC. NC



3: MAINTENANCE NC



4: BATHTUB\WC. NC



5: MAINTENANCE. NC



Section: Floors - Guest Rooms

Subsection: 440

1: Ceiling NC



2: WASHBASIN \ COUNTER NC



3: SUPP\STATIONERY\BATHLINEN NC



Section: Floors - Guest Rooms

Subsection: 229

1: BED LINEN. NC



2: FURNITURE. NC



3: GUEST BATHROOMS. NC



4: MIRRORS. NC



Section: Floors - Guest Rooms

Subsection: 222

1: Walls/ Photo Frames NC



2: TIDINESS. NC



3: BATHTUB\WC. NC



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

1: Reception. NC Rating: 7

2: OUT Entrance. NC

Rating: 7

3: Lobby lounge NC Rating: 7

4: Lobby Entrance NC Rating: 7

5: Lobby Ladies rest room NC Rating: 7

Section: Linen and Laundry

Subsection: Linen, Laundry & Guest Laundry

1: Discards NC Rating: 0

2: Quality of uniforms NC Rating: 0

3: Quality of linen NC Rating: 0

4: Finishing standards NC Rating: 0

5: Safe work practices NC Rating: 0

**Section:** Contractual Service **Subsection:** Contractual Service

1: Staff uniform and grooming NC Rating: 5

2: Costing NC Rating: 0

3: Maintenance of plants NC Rating: 5

Section: Records

Subsection: Records & Reports

1: L&F storage NC Rating: 0

2: L&F Disposals NC Rating: 7

3: Monthly meeting reports NC

Rating: 0

## Chronic

No chronic issues found

### **Audit Questionnaire**

**Section:** Public Area **Subsection:** LOBBY

1: Doors



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.



14: Furniture.



15: Upholstery.

Yes

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16: Polishing.  Yes	
17: Accessories. NC No	
18: Banquet/Tables.  Yes	
19: Brass/Copper.  Yes	
20: Window panes/Ledges. NC No	
Section: Public Area Subsection: OUT	
1: Doors NC No	
2: Signage's  Yes	
3: Carpet.  Yes	
4: Ceiling.  Yes	
5: Lights / TV  Yes	
6: AC grills/Exhaust.  Yes	
7: Walls.  Yes	
8: Paintings.  Yes	
9: Panels.  Yes	
10: Fabric.  Yes	
11: Floor.  Yes	

12: Dusting. NC  No
13: Skirting.  Yes
14: Furniture. NC No
15: Upholstery.  Yes
16: Polishing.  Yes
17: Accessories.  Yes
18: Banquet/Tables. NC  No
19: Brass/Copper.  Yes
20: Window panes/Ledges.  Yes
Section: Public Area Subsection: TULIPS
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.  Yes

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8: Paintings.  Yes	
9: Panels.  Yes	
10: Fabric.  Yes	
11: Floor.  Yes	
12: Dusting.  Yes	
13: Skirting.  Yes	
14: Furniture. NC  No	
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: MUSTANG BAR	
1: Doors  Yes	
2: Signage's  Yes	
3: Carpet. Not Applicable	

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4	4: Ceiling. NC  No	
5	5: Lights / TV  Yes	
6	6: AC grills/Exhaust.  Yes	
7	7: Walls.  Yes	
8	8: Paintings.  Yes	
S	9: Panels.  Yes	
1	10: Fabric.  Yes	
1	11: Floor. NC No	
1	12: Dusting.  Yes	
1	13: Skirting.  Yes	
1	14: Furniture.  Yes	
1	15: Upholstery.  Yes	
1	16: Polishing.  Yes	
1	17: Accessories.  Yes	
1	18: Banquet/Tables.  Yes	
1	19: Brass/Copper.  Yes	
2	20: Window panes/Ledges.  Yes	

Section: Public Area Subsection: VIJAYA
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.
7: Walls.  Not Applicable
8: Paintings.   Not Applicable
9: Panels.   Not Applicable
10: Fabric.  Vot Applicable
11: Floor.  Vot Applicable
12: Dusting.  Not Applicable
13: Skirting.  Vot Applicable
14: Furniture. 🕢 Not Applicable
15: Upholstery.  Vot Applicable
16: Polishing.   Not Applicable
17: Accessories.   Not Applicable
18: Banquet/Tables. 🕢 Not Applicable
19: Brass/Copper.
20: Window panes/Ledges.   Not Applicable
Section: Public Area Subsection: PALLAVI
1: Doors
Yes

2: Signage's Yes

3:	Carpet.  Yes	
4:	Ceiling.  Yes	
5:	Lights / TV  Yes	
6:	AC grills/Exhaust.  Yes	
7:	Walls.  Yes	
8:	Paintings.  Yes	
9:	Panels. NC	
10:	Fabric.  Yes	
11:	Floor.  Yes	
12:	Dusting.  Yes	
13:	Skirting.  Yes	
14:	Furniture.	
15:	Upholstery.	
16:	Polishing.	
17:	Accessories.	
18:	Yes  Banquet/Tables. No	
19:	No  Brass/Copper.	
	Yes	

	Croon runk Gorporato rtaak roam
20: Window panes/Ledges.  Yes	
Section: Public Area Subsection: BHARINI	
1: Doors  Yes	
2: Signage's  Yes	
3: Carpet.  Yes	
4: Ceiling.  Yes	
5: Lights / TV  Yes	
6: AC grills/Exhaust.  Yes	
7: Walls.  Yes	
8: Paintings.  Yes	
9: Panels.  Yes	
10: Fabric.  Yes	
11: Floor.  Yes	
12: Dusting.  Yes	
13: Skirting.  Yes	
14: Furniture.  Yes	
15: Upholstery. NC  No	

	16: Polishing.  Yes
	17: Accessories.  Yes
	18: Banquet/Tables. NC  No
	19: Brass/Copper.  Yes
;	20: Window panes/Ledges.  Yes
	Section: Public Area
	Subsection: BOARD ROOM 1
	1: Doors
;	2: Signage's  Not Applicable
	3: Carpet.
	4: Ceiling.   Not Applicable
	5: Lights / TV
	6: AC grills/Exhaust.
	7: Walls.  Vot Applicable
	8: Paintings.
	9: Panels. 🕢 Not Applicable
	10: Fabric. 🕢 Not Applicable
	11: Floor. 🕢 Not Applicable
	12: Dusting.
	13: Skirting.   Not Applicable
	14: Furniture.
	15: Upholstery.
	16: Polishing.  Not Applicable

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17: Accessories.	
18: Banquet/Tables.	
19: Brass/Copper.	
20: Window panes/Ledges.	
Section: Public Area Subsection: VAUHINI	
1: Doors  Yes	
2: Signage's  Yes	
3: Carpet. NC  No	
4: Ceiling.  Yes	
5: Lights / TV  Yes	
6: AC grills/Exhaust.  Yes	
7: Walls.  Yes	
8: Paintings.  Yes	
9: Panels.  Yes	
10: Fabric.  Yes	
11: Floor.  Yes	
12: Dusting.  Yes	
13: Skirting.  Yes	
	18: Banquet/Tables.  Not Applicable  19: Brass/Copper.  Not Applicable  20: Window panes/Ledges.  Not Applicable  Section: Public Area Subsection: VAUHINI  1: Doors

14: Furniture.  Yes
15: Upholstery.  Yes
16: Polishing.  Yes
17: Accessories.  Yes
18: Banquet/Tables. NC  No
19: Brass/Copper.  Yes
20: Window panes/Ledges.  Yes
Section: Public Area Subsection: BOARD ROOM 2
1: Doors  Yes
2: Signage's  Yes
3: Carpet.  Not Applicable
4: Ceiling. NC No
5: Lights / TV  Yes
6: AC grills/Exhaust.  Yes
7: Walls.  Yes
8: Paintings.  Yes
9: Panels. NC No

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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. NC  No
19: Brass/Copper.  Yes
20: Window panes/Ledges.  Yes
Section: Public Area Subsection: CONVENTION HALL
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.
7: Walls. Not Applicable

8: Paintings.   Not Applicable
9: Panels. Not Applicable
10: Fabric.  Vot Applicable
11: Floor.  Vot Applicable
12: Dusting. Not Applicable
13: Skirting.   Not Applicable
14: Furniture.  Vot Applicable
15: Upholstery.  Vot 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: SESHMAHAL
1: Doors  Yes
2: Signage's  Yes
3: Carpet. NC No
4: Ceiling.  Yes
5: Lights / TV  Yes
6: AC grills/Exhaust. NC  No
7: Walls.

8: Paintings.  Yes  9: Panels.  Yes  10: Fabric. NC  No  No  11: Floor.  Yes  12: Dusting. NC	
Yes  10: Fabric. NC  No  No  11: Floor.  Yes	
No  11: Floor.  Yes	
Yes	
12: Dusting. NC	
● No	
13: Skirting. NC  No	
14: Furniture.  Yes	
15: Upholstery.  Yes	
16: Polishing. NC  No	
17: Accessories.  Yes	
18: Banquet/Tables. NC  No	
19: Brass/Copper.  Yes	
20: Window panes/Ledges.  Yes	
Section: Public Area Subsection: RNG	
1: Doors  V Not Applicable	
2: Signage's  Not Applicable	
3: Carpet.  Not Applicable	
4: Ceiling.   Not Applicable	

5: Light	s / TV  Not Applicable
6: AC g	rills/Exhaust.
7: Walls	s. 🕢 Not Applicable
8: Paint	tings.   Not Applicable
9: Pane	els.   Not Applicable
10: Fab	oric. Not Applicable
11: Floo	or.  Not Applicable
12: Dus	sting. 🕢 Not Applicable
13: Skir	rting. 🕢 Not Applicable
14: Fur	niture. 🗸 Not Applicable
15: Uph	nolstery.  Not Applicable
16: Poli	shing. Not Applicable
17: Acc	essories.   Not Applicable
18: Bar	equet/Tables.   Not Applicable
19: Bra	ss/Copper.  Not Applicable
20: Win	dow panes/Ledges.    Not Applicable
	Procedures ion: GUEST ROOMS
	room linen standardization. NC ing: 4
	coffee making facility in the room. NC ing: 0
	n history maintenance. ing: 10
	e / wardrobe drawers in guest rooms. ing: 10
	sekeeping - Machines. NC ing: 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. NC

Rating: 4

11: Carpets. NC

Rating: 0

12: Care and maintenance of runners.

Rating: 10

13: Standardized in room items.

Rating: 10

14: Sleep quality comfort.

Rating: 10

15: Specification of cleaning chemicals.

Rating: 10

16: Standardized bed linen / mattress / foundation. NC

Rating: 6

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

Rating: 0

18: Measurable instruments for quality / standards measurements.

Rating: 10

19: Guest-laundry pickup.

Rating: 10

Section: Rest Rooms

**Subsection: GENTS TOILET** 

1: Taps.



2: Maintenance.

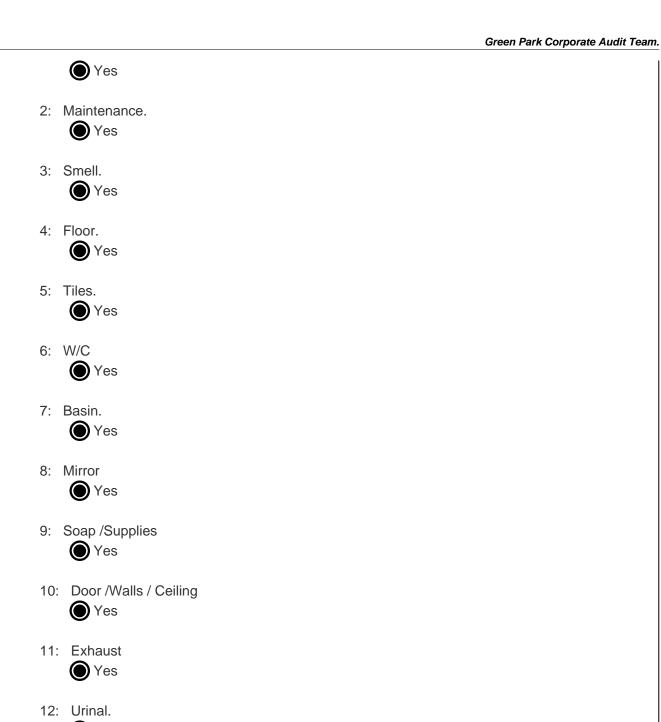


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3: Smell.  Yes	
4: Floor.  Yes	
5: Tiles. NC No	
6: W/C  Yes	
7: Basin.  Yes	
8: Mirror  Yes	
9: Soap /Supplies NC No	
10: Door /Walls / Ceiling  Yes	
11: Exhaust NC No	
12: Urinal.  Yes	
13: Mattress / Other yhings  Not Applicable	
Section: Rest Rooms Subsection: LADIES LOCKER	
1: Taps. NC No	
2: Maintenance.  Yes	
3: Smell.  Yes	
4: Floor.  Yes	
5: Tiles.  Yes	

	Green Park Corporate Audit Tean
6: W/C  Yes	
7: Basin.  Yes	
8: Mirror  Yes	
9: Soap /Supplies  Yes	
10: Door /Walls / Ceiling  Yes	
11: Exhaust NC No	
12: Urinal.  Yes	
13: Mattress / Other yhings  Not Applicable	
Section: Rest Rooms Subsection: LOBBY GENTS REST ROOM	
1: Taps.  Yes	
2: Maintenance. NC No	
3: Smell.  Yes	
4: Floor.  Yes	
5: Tiles.  Yes	
6: W/C Yes	
7: Basin.  Yes	
8: Mirror  Yes	

	Croom runk Corporato muunt rou
9: Soap /Supplies  Yes	
10: Door /Walls / Ceiling Yes	
11: Exhaust NC No	
12: Urinal. NC  No	
13: Mattress / Other yhings	
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 NC  No	

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12: Urinal. NC No	
13: Mattress / Other yhings  Not Applicable	
Section: Rest Rooms Subsection: BANQUET GENTS REST ROOM	
1: Taps.  Yes	
2: Maintenance. NC No	
3: Smell.  Yes	
4: Floor.  Yes	
5: Tiles.  Yes	
6: W/C NC No No	
7: Basin.  Yes	
8: Mirror NC No	
9: Soap /Supplies  Yes	
10: Door /Walls / Ceiling  Yes	
11: Exhaust  Yes	
12: Urinal. NC No	
13: Mattress / Other yhings	
Section: Rest Rooms Subsection: BANQUET LADIES REST ROOM	
1: Taps.	



Yes

Section: Rest Rooms

1: Taps.

3: Smell.

4: Floor.

Yes

2: Maintenance. Yes

Yes

Subsection: EXECUTIVES GENTS LOCKER

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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 NC  No	
12: Urinal.  Yes	
13: Mattress / Other yhings  Not Applicable	
Section: Rest Rooms Subsection: EXECUTIVES LADIES LOCKER	
1: Taps.  Yes	
2: Maintenance.  Yes	
3: Smell.  Yes	
4: Floor.  Yes	
5: Tiles.  Yes	
6: W/C Yes	
7· Rasin	

	Green Park Corporate Audit Team
Yes	
8: Mirror  Yes	
9: Soap /Supplies  Yes	
10: Door /Walls / Ceiling  Yes	
11: Exhaust NC No	
12: Urinal.  Yes	
13: Mattress / Other yhings	
Section: Rest Rooms Subsection: STAFF GENTS LOCKER	
1: Taps.  Vot Applicable	
2: Maintenance.	
3: Smell.  Not Applicable	
4: Floor.  Not Applicable	
5: Tiles.  Not Applicable	
6: W/C Not Applicable	
7: Basin. Not Applicable	
8: Mirror Not Applicable	
9: Soap /Supplies  Not Applicable	
10: Door /Walls / Ceiling	
11: Exhaust 🕢 Not Applicable	
12: Urinal.  Not Applicable	
13: Mattress / Other yhings	
Section: Rest Rooms	

**Subsection:** POOL SIDE MENS REST ROOM

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	Groom and Gorporato Maare roan
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 NC  No	
9: Soap /Supplies  Yes	
10: Door /Walls / Ceiling  Yes	
11: Exhaust  Yes	
12: Urinal. NC  No	
13: Mattress / Other yhings	
Section: Rest Rooms Subsection: POOL SIDE LADIES REST ROOM	
1: Taps.  Yes	
2: Maintenance. NC  No	
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. NC  No	
13: Mattress / Other yhings	
Section: Rest Rooms Subsection: BAR LADIES	
1: Taps.   Not Applicable	
2: Maintenance.   Not Applicable	
3: Smell.  Not Applicable	
4: Floor.  Not Applicable	
5: Tiles.  Not Applicable	
6: W/C Not Applicable	
7: Basin.  Not Applicable	
8: Mirror Not Applicable	
9: Soap /Supplies  Not Applicable	

10: Door /Walls / Ceiling  Not Applicable
11: Exhaust  Not Applicable
12: Urinal.  Not Applicable
13: Mattress / Other yhings  Not Applicable
Section: Rest Rooms Subsection: BAR GENTS
1: Taps.  Not Applicable
2: Maintenance.   Not Applicable
3: Smell.  Not Applicable
4: Floor. Not Applicable
5: Tiles. Not Applicable
6: W/C Not Applicable
7: Basin.  Not Applicable
8: Mirror Not Applicable
9: Soap /Supplies  Not Applicable
10: Door /Walls / Ceiling Not Applicable
11: Exhaust  Not Applicable
12: Urinal. Not Applicable
13: Mattress / Other yhings  Not Applicable
Section: Floors - Guest Rooms Subsection: 514
1: Ceiling  Yes
2: Walls/ Photo Frames NC No
3: Floor NC No
4: WINDOW PANE \ LEDGES

Yes

5:	BED LINEN.  Yes	
6:	UPHOLSTRY \ CURTAINS  Yes	
7:	TV \ TEL \ AC.  Yes	
8: 3	SUPP\STATIONERY. NC  No	
9:	MAINTENANCE Yes	
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  Yes	
17:	MIRRORS.  Yes	
18:	DUSTING.  Yes	
19:	MAINTENANCE.  Yes	
20:	SUPP\STATIONERY\BATH LINEN NC  No	
	tion: Floors - Guest Rooms section: 241	

		<i>.</i>	
1:	Ceiling  Yes		
2:	Walls/ Photo Frames  Yes		
3:	Floor Yes		
4:	WINDOW PANE \ LEDGES	NC	
5:	BED LINEN.  Yes		
6:	UPHOLSTRY \ CURTAINS  Yes		
7:	TV \ TEL \ AC.  Yes		
8:	SUPP \ STATIONERY.		
9:	MAINTENANCE  Yes		
10:	DUSTING  Yes		
11:	TIDINESS.  Yes		
12:	FURNITURE.  Yes		
13:	GUEST BATHROOMS.  Yes		
14:	FLOORS.  Yes		
15:	BATHTUB\WC. NC		
16:	WASHBASIN \ COUNTER  Yes		
17:	MIRRORS.  Yes		

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18: DUSTING.  Yes	
19: MAINTENANCE. NC  No	
20: SUPP\STATIONERY\BATH LINEN  Yes	
Section: Floors - Guest Rooms Subsection: 239	
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  Yes	
11: TIDINESS.  Yes	
12: FURNITURE.  Yes	
13: GUEST BATHROOMS.  Yes	

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14: FLOORS.  Yes		
15: BATHTUB\WC.  Yes		
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: 335		
1: Ceiling NC No		
2: Walls/ Photo Frames  Yes		
3: Floor Yes		
4: WINDOW PANE \ LEDGES NC No		
5: BED LINEN. NC No		
6: UPHOLSTRY\CURTAINS  Yes		
7: TV\TEL\AC.  Yes		
8: SUPP\STATIONERY.  Yes		
9: MAINTENANCE  Yes		

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	DUSTING  Yes			
	TIDINESS.  Yes			
	FURNITURE.  Yes			
13:	GUEST BATHROOMS.  Yes			
14:	FLOORS.  Yes			
	BATHTUB \ WC.  Yes			
	WASHBASIN \ COUNTER  Yes			
17:	MIRRORS.  Yes			
18:	DUSTING.  Yes			
19:	MAINTENANCE. NC  No			
	SUPP\STATIONERY\BATH LINEN NC  No			
	tion: Floors - Guest Rooms section: 338			
	Ceiling Yes			
	Walls/ Photo Frames  Yes			
	Floor Yes			
4: V	WINDOW PANE \ LEDGES  Yes			
5: E	BED LINEN. NC  No			

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	
20: SUPP\STATIONERY\BATH LINEN  Yes	
Section: Floors - Guest Rooms Subsection: 339	
1: Ceiling  Yes	

		Groom and Gorporat	o / taare / carr
	Walls/ Photo Frames Yes		
3: F	Floor Yes		
	WINDOW PANE \ LEDGES  Yes		
	BED LINEN. NC  No		
	JPHOLSTRY \ CURTAINS  Yes		
	TV \ TEL \ AC.  Yes		
	SUPP \ STATIONERY.  Yes		
9: N	MAINTENANCE  Yes		
10:	DUSTING  Yes		
11:	TIDINESS.  Yes		
	FURNITURE.  Yes		
	GUEST BATHROOMS.  Yes		
	FLOORS.  Yes		
	BATHTUB\WC. NC		
	WASHBASIN \ COUNTER  Yes		
	MIRRORS.  Yes		
	DUSTING.  Yes		

19: MAINTENANCE.  Yes	
20: SUPP\STATIONERY\BATH LINEN  Yes	
Section: Floors - Guest Rooms Subsection: 324	
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: 427
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.  Yes
8:	SUPP\STATIONERY. NC  No
9:	MAINTENANCE  Yes
10:	DUSTING Yes

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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. NC  No		
19: MAINTENANCE.  Yes		
20: SUPP\STATIONERY\BATH LINEN  Yes		
Section: Floors - Guest Rooms Subsection: 414		
1: Ceiling NC No		
2: Walls/ Photo Frames  Yes		
3: Floor Yes		
4: WINDOW PANE \ LEDGES  Yes		
5: BED LINEN. NC No		
6: UPHOLSTRY\CURTAINS  Yes		

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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. NC			
16	: WASHBASIN \ COUNTER  Yes			
17	: MIRRORS.  Yes			
18	: DUSTING.			
19	: MAINTENANCE.  Yes			
20	: SUPP\STATIONERY\BATH LINEN	Not Applicable		
	ection: Floors - Guest Rooms			
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.  OYes	
9:	MAINTENANCE  Yes	
10:	DUSTING  Yes	
11:	TIDINESS.  Yes	
12:	FURNITURE.  Yes	
13:	GUEST BATHROOMS. NC No	
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  Yes	
Section: Floors - Guest Rooms Subsection: 529	
1: Ceiling  Yes	
2: Walls/ Photo Frames  Yes	
3: Floor  Yes	
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  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: 625
1:	Ceiling  Yes
2:	Walls/ Photo Frames  Yes
3:	Floor Yes
4:	WINDOW PANE \ LEDGES  Yes
5:	BED LINEN. NC  No
6:	UPHOLSTRY \ CURTAINS  Yes
7:	TV \ TEL \ AC.  Yes
8:	SUPP\STATIONERY. NC  No
9:	MAINTENANCE  Yes
10:	DUSTING  Yes
11:	TIDINESS.  Yes

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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 NC No			
	etion: Floors - Guest Rooms psection: 628			
1:	Ceiling Yes			
2:	Walls/ Photo Frames NC No			
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
40.	DUSTING
10.	● Yes
11:	TIDINESS.
	Yes
12:	FURNITURE. NC  No
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
	ction: Floors - Guest Rooms bsection: 608
1:	Ceiling  Yes
2:	Walls/ Photo Frames  Yes
3:	Floor NC No

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. NC No	
14:	FLOORS.  Yes	
15:	BATHTUB \ WC.  Yes	
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: 331
1	: Ceiling  Yes
2	: Walls/ Photo Frames  O Yes
3	: Floor NC No
4	: WINDOW PANE \ LEDGES  O Yes
5	: BED LINEN.  Yes
6	: UPHOLSTRY\CURTAINS  OYes
7	: TV\TEL\AC.  Yes
8	: SUPP\STATIONERY.  OYes
9	: MAINTENANCE  O Yes
1	0: DUSTING  OYes
1	1: TIDINESS.  Yes
1	2: FURNITURE.  Yes
1	3: GUEST BATHROOMS. NC  No
1	4: FLOORS.  Yes
1	5: BATHTUB\WC.  Yes
1	6: WASHBASIN \ COUNTER  OYes

	MIRRORS.  Yes
	DUSTING.  Yes
	MAINTENANCE. NC  No
	SUPP \ STATIONERY \ BATH LINEN  Yes
	ion: Floors - Guest Rooms section: 527
	Ceiling  Yes
	Valls/ Photo Frames  Yes
	Floor NC No
	VINDOW PANE \ LEDGES  Yes
5: E	BED LINEN.  Yes
	JPHOLSTRY \ CURTAINS  Yes
	V\TEL\AC. Yes
	SUPP\STATIONERY. NC  No
	MAINTENANCE  Yes
	DUSTING  Yes
	TIDINESS.  Yes
	FURNITURE.  Yes

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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		
	ction: Floors - Guest Rooms osection: 526		
1:	Ceiling Yes		
2:	Walls/ Photo Frames NC No		
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		

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9: MAINTENANCE NC  No		
10: DUSTING  Yes		
11: TIDINESS.  Yes		
12: FURNITURE.  Yes		
13: GUEST BATHROOMS.  Yes		
14: FLOORS.  Yes		
15: BATHTUB\WC. NC		
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: 440		
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.  OYes
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
17:	MIRRORS.  Yes
18:	DUSTING.  Yes
19:	MAINTENANCE.  Yes
20:	SUPP\STATIONERY\BATH LINEN NC  No
	etion: Floors - Guest Rooms osection: 229

1:	Ceiling  Yes	
2:	Walls/ Photo Frames  Yes	
3:	Floor Yes	
4:	WINDOW PANE \ LEDGES  Yes	
5:	BED LINEN. NC  No	
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. NC  No	
14:	FLOORS.  Yes	
15:	BATHTUB \ WC.  Yes	
16:	WASHBASIN \ COUNTER  Yes	
17:	MIRRORS. NC  No	

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18: DUSTING.  Yes		
19: MAINTENANCE.  Yes		
20: SUPP\STATIONERY\BATH LINEN  Yes		
Section: Floors - Guest Rooms Subsection: 222		
1: Ceiling Yes		
2: Walls/ Photo Frames NC No		
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.  Yes  15: BATHTUB\WC. NC  No  16: WASHBASIN\COUNTER  Yes  17: MIRRORS.	
No  16: WASHBASIN \ COUNTER  Yes	
Yes	
17: MIRRORS.	
Yes	
18: DUSTING.  Yes	
19: MAINTENANCE.  Yes	
20: SUPP\STATIONERY\BATH LINEN  Yes	
Section: Gloss Level Subsection: Marble Floor	
1: Lobby  Not Applicable	
2: Reception. NC Rating: 7	
3: Travel desk.	
4: OUT Entrance. NC Rating: 7	
5: Bell Desk  Not Applicable	
6: Lobby lounge NC Rating: 7	
7: Lobby Entrance NC Rating: 7	
8: Guest elevator opposite Rating: 9	
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  Rating: 9  16: Lobby Ladies rest room  NC  Rating: 7  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  3: Annual indent  Rating: 0  5: Quality of uniforms  NC  Rating: 0  6: Quality of linen  NC  Rating: 10  8: Exchange timing  Rating: 10  8: Exchange timing  Rating: 10  8: Exchange timing  Rating: 10  9: Uniform exchange system
14: Tulips  Not Applicable  15: Lobby Gents rest room Rating: 9  16: Lobby Ladies rest room  NC Rating: 7  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  3: Annual indent Rating: 10  4: Discards  NC Rating: 0  5: Quality of uniforms  NC Rating: 0  6: Quality of linen  NC Rating: 10  8: Exchange timing Rating: 10  8: Exchange timing Rating: 10
15: Lobby Gents rest room Rating: 9  16: Lobby Ladies rest room NC Rating: 7  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  3: Annual indent Rating: 0  5: Quality of uniforms NC Rating: 0  6: Quality of linen NC Rating: 0  7: Uniform calendar Rating: 10  8: Exchange timing Rating: 10
Rating: 9  16: Lobby Ladies rest room NC Rating: 7  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  3: Annual indent Rating: 10  4: Discards NC Rating: 0  5: Quality of uniforms NC Rating: 0  6: Quality of linen NC Rating: 0  7: Uniform calendar Rating: 10  8: Exchange timing Rating: 10
Rating: 7  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  3: Annual indent Rating: 10  4: Discards NC Rating: 0  5: Quality of uniforms NC Rating: 0  6: Quality of linen NC Rating: 0  7: Uniform calendar Rating: 10  8: Exchange timing Rating: 10
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  3: Annual indent Rating: 10  4: Discards NC Rating: 0  5: Quality of uniforms NC Rating: 0  6: Quality of linen NC Rating: 0  7: Uniform calendar Rating: 10  8: Exchange timing Rating: 10
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  3: Annual indent Rating: 10  4: Discards NC Rating: 0  5: Quality of uniforms NC Rating: 0  6: Quality of linen NC Rating: 0  7: Uniform calendar Rating: 10  8: Exchange timing Rating: 10
Section: Linen and Laundry Subsection: Linen, Laundry & Guest Laundry  1: Linen room stacking Rating: 10  2: Par stocks Rating: 10  3: Annual indent Rating: 10  4: Discards NC Rating: 0  5: Quality of uniforms NC Rating: 0  6: Quality of linen NC Rating: 0  7: Uniform calendar Rating: 10  8: Exchange timing Rating: 10
Subsection: Linen, Laundry & Guest Laundry  1: Linen room stacking Rating: 10  2: Par stocks Rating: 10  3: Annual indent Rating: 10  4: Discards NC Rating: 0  5: Quality of uniforms NC Rating: 0  6: Quality of linen NC Rating: 0  7: Uniform calendar Rating: 10  8: Exchange timing Rating: 10
Rating: 10  2: Par stocks Rating: 10  3: Annual indent Rating: 10  4: Discards NC Rating: 0  5: Quality of uniforms NC Rating: 0  6: Quality of linen NC Rating: 0  7: Uniform calendar Rating: 10  8: Exchange timing Rating: 10
Rating: 10  3: Annual indent Rating: 10  4: Discards NC Rating: 0  5: Quality of uniforms NC Rating: 0  6: Quality of linen NC Rating: 0  7: Uniform calendar Rating: 10  8: Exchange timing Rating: 10
Rating: 10  4: Discards NC Rating: 0  5: Quality of uniforms NC Rating: 0  6: Quality of linen NC Rating: 0  7: Uniform calendar Rating: 10  8: Exchange timing Rating: 10
Rating: 0  5: Quality of uniforms NC Rating: 0  6: Quality of linen NC Rating: 0  7: Uniform calendar Rating: 10  8: Exchange timing Rating: 10
Rating: 0  6: Quality of linen NC Rating: 0  7: Uniform calendar Rating: 10  8: Exchange timing Rating: 10
Rating: 0  7: Uniform calendar Rating: 10  8: Exchange timing Rating: 10
Rating: 10  8: Exchange timing Rating: 10
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

Rating: 10

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

Rating: 10

22: Equipment, Preventive maintenance

Rating: 10

23: Standardized chemicals

Rating: 10

24: Sorting standards

Rating: 10

25: Washing standards

Rating: 10

26: Finishing standards NC

27: Stacking standards

Rating: 10

28: Awareness of snow white initiatives

Rating: 10

29: Comfortable temperature in laundry

Rating: 10

30: Safe work practices NC

Rating: 0

31: Use of safety equipment

Rating: 10

32: Quality of processed articles

Rating: 10

**Section:** Contractual Service **Subsection:** Contractual Service

1: Schedule of treatment for rooms

Rating: 10

2: Schedule of treatment for kitchen

Rating: 10

3: Schedule of treatment for F&B outlets

Rating: 10

4: Standards of chemicals

Rating: 10

5: Staff uniform and grooming NC

Rating: 5

6: Effectiveness

Rating: 10

7: Quality of flowers & flower vase

Rating: 10

8: Costing NC

Rating: 0

9: Skill knowledge

Rating: 10

10: Maintenance of plants NC

11: Quality of landscaping

Rating: 10

12: Overall impression

Rating: 10

13: Periphery of the hotel Not Applicable

Section: Records

Subsection: Records & Reports

1: Guest supplies Rating: 10

2: Cleaning supplies

Rating: 10

3: Linen

Rating: 10

4: Uniforms

Rating: 10

5: Lost and found records

Rating: 10

6: L&F issues to the claimant

Rating: 10

7: L&F storage NC

Rating: 0

8: L&F Letters to guests

Rating: 10

9: L&F Disposals NC

Rating: 7

10: Room history

Rating: 10

11: Duty roaster & allocation register

Rating: 10

12: Attendance record

Rating: 10

13: Log book messages and follow up

14: Occupancy report (Twice a day)

Rating: 10

15: Under repair status

Rating: 10

16: DND List Rating: 10

17: Property upkeep Report

Rating: 10

18: Monthly meeting reports NC