

Audit Report for Audit ID - AU00116-1

MGFO-SPA

Audit Score

100/100

Details

Audit	AU00116
Scheduled Audit	AU00116-1
Location	Hyderabad
Hotel	Marigold Hotel
Department	Front Office
Checklist	MGFO-SPA
Audit Type	Internal
Auditor	Duty Manager MG
Start Date	30-04-2018
End Date	30-04-2018
Submitted Date	30-04-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	0
Chronic Issues	0

Comparison

MARIGOLD HOTEL MGFO-SPA				
MGFO-SPA		Apr 2018	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED		
1	Front Office	100	-	-
Audit Score		● 100	-	-

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

Non-Compliance

No non-compliances found

Chronic

No chronic issues found

Audit Questionnaire

Section: Front Office

Subsection: SPA

- 1: Lights, Air-conditioning and audio equipment are in working order
☒ Yes
- 2: The entrance way and the reception are clean and clear of clutter & noise?
☒ Yes
- 3: A dedicated associate is behind the reception desk at all times with a Menu
☒ Yes
- 4: Associates are well groomed, pleasant and have the required SPA Knowledge.
☒ Yes
- 5: Appropriate, soothing music is playing and the Aroma is soothing
☒ Yes
- 6: Showers, Lockers and rest rooms are clean, dry and damage free
☒ Yes
- 7: All hard surfaces are free of marks and scratches.
☒ Yes
- 8: All the basins used for hair washing, Manicure pedicure are clean and damage free
☒ Yes
- 9: Treatment beds are fully made
☒ Yes
- 10: The quality of the linen, Towels and Bath robes is as per standards
☒ Yes
- 11: Basic etiquettes of greeting and seating a guest are followed by associates
☒ Yes
- 12: Spa associates are seated in their designated area and not lazing around
☒ Yes