

Audit Report for Audit ID - AU0076-3

Housekeeping Audit

Audit Score

88/100

Details

Audit	AU0076
Scheduled Audit	AU0076-3
Location	Hyderabad
Hotel	Marigold Hotel
Department	House Keeping
Checklist	Housekeeping Audit
Audit Type	Internal
Auditor	Uday Bhasker Reddy
Start Date	01-02-2019
End Date	28-02-2019
Submitted Date	01-03-2019
Status	Completed
Assigned By	Administrator Account
Non-Compliance	46
Chronic Issues	5

Comparison

MARIGOLD HOTEL HOUSEKEEPING AUDIT

HOUSEKEEPING AUDIT		Jun 2018	Feb 2019	VARIANCE	% of Increase / Decrease (-/+)
S.No	Sections	SCORE OBTAINED	SCORE OBTAINED		
1	Public Area	93	92	-1	-1.08%
2	Procedures	97	86	-11	-11.34%
3	Rest Rooms	93	95	2	2.15%
4	Gloss Level	71	86	15	21.13%
5	Linen and Laundry	96	82	-14	-14.58%
6	Contractual Service	90	85	-5	-5.56%
7	Records	92	84	-8	-8.7%
8	Floors - Guest Rooms	96	94	-2	-2.08%
Audit Score		● 91	● 88	-3	-3.3%

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

Non-Compliance

Section: Public Area

Subsection: PEACOCK

1: Carpet. **NC**

☒ No

Attachments :

QUE2050_IMG_20190227_175241.jpg

QUE2050_IMG_20190227_175254.jpg

Observation Text :

permanent marks on carpet

2: Ceiling. **NC**

☒ No

Observation Text :

cracks to be filled and painted

3: Walls. **NC**

☒ No

Observation Text :

suit traces on the walls beside ac grills

Section: Public Area

Subsection: AMBER

1: Accessories. **NC**

☒ No

Attachments :

QUE2084_IMG_20190227_180853.jpg

Observation Text :

Dustbin stand has scuff marks

Section: Public Area

Subsection: SAFFRONSOUL

1: Panels. **NC**

☒ No

Observation Text :

marble panels beside show kitchen has dust

2: Floor. **NC**

☒ No

Attachments :

QUE2118_IMG_20190227_114600.jpg

Observation Text :

beside the side boards to be cleaned

3: Dusting. **NC**

☒ No

Attachments :

QUE2119_IMG_20190227_114448.jpg

Observation Text :

Dust on the ledge behind the sofas

Section: Public Area

Subsection: CYAN

1: Panels. **NC**

☒ No

Attachments :

QUE2136_IMG_20190227_180127.jpg

Observation Text :

wooden panels have oil stains behind the buffet counter

Section: Public Area

Subsection: MYSTIQUE BAR

1: Carpet. **NC**

☒ No

Attachments :

QUE2150_IMG_20190227_181311.jpg

Observation Text :

loose threads to be pasted

2: Dusting. **NC**

☒ No

Observation Text :

Dust on the center table legs

Section: Public Area

Subsection: MEKONG

1: Ceiling. **NC**

☒ No

Observation Text :

black suit traces beside the AC grills

2: Floor. **NC**

☒ No

Observation Text :

dirt on corners

3: Dusting. **NC**



Observation Text :
chair frame to be dusted

Section: Procedures

Subsection: GUEST ROOMS

1: Carpets. **NC**

Rating: 7

Section: Rest Rooms

Subsection: GENTS TOILET

1: Maintenance. **NC**



Attachments :

QUE2228_IMG_20190227_115926.jpg

QUE2228_IMG_20190227_120129.jpg

QUE2228_IMG_20190227_120206.jpg

Observation Text :
wash basin tap knob is missing Health faucet to be fixed Door at wc area to be repaired

Section: Rest Rooms

Subsection: LOBBY GENTS REST ROOM

1: Mirror **NC**



Observation Text :
one mirror at wash basin counter is desilvered

Section: Rest Rooms

Subsection: BANQUET GENTS REST ROOM

1: Maintenance. **NC**



Observation Text :
marble floor chipped in front of wash basin

Section: Rest Rooms

Subsection: BANQUET LADIES REST ROOM

1: Smell. **NC**



Section: Rest Rooms

Subsection: EXECUTIVES LADIES LOCKER

1: Exhaust **NC**



Observation Text :

Exhaust not working

Section: Floors - Guest Rooms

Subsection: 2164

1: MAINTENANCE. **NC**

☒ No

Attachments :

QUE2451_IMG_20190226_113025.jpg

Observation Text :

poor finish behind the main door

Section: Floors - Guest Rooms

Subsection: 2165

1: MAINTENANCE **NC**

☒ No

Attachments :

QUE2461_IMG_20190226_113625.jpg

Observation Text :

wall paper peeling off at joints

Section: Floors - Guest Rooms

Subsection: 2132

Section: Floors - Guest Rooms

Subsection: 1103

1: UPHOLSTRY \ CURTAINS **NC**

☒ No

Observation Text :

curtains hooks missing

2: MAINTENANCE **NC**

☒ No

Attachments :

QUE2501_IMG_20190226_114922.jpg

Observation Text :

bed side table draw not closing properly

3: MAINTENANCE. **NC**

☒ No

Observation Text :

mirror desilvered

Section: Floors - Guest Rooms

Subsection: 1118

Section: Floors - Guest Rooms

Subsection: 11191: UPHOLSTRY \ CURTAINS **NC**☒ No

Attachments :

QUE2538_IMG_20190226_120100.jpg

Observation Text :

stain of polish on head board fabric

2: MAINTENANCE. **NC**☒ No

Observation Text :

mirror desilvered

Section: Floors - Guest Rooms**Subsection: 1126**1: MAINTENANCE **NC**☒ No

Attachments :

QUE2561_IMG_20190226_120923.jpg

Observation Text :

wire hanging underneath the mirror

Section: Floors - Guest Rooms**Subsection: 1136**1: BED LINEN. **NC**☒ No

Attachments :

QUE2577_IMG_20190226_121501.jpg

Observation Text :

bed making not proper

2: MAINTENANCE. **NC**☒ No

Attachments :

QUE2591_IMG_20190226_121714.jpg

QUE2591_IMG_20190226_121738.jpg

Observation Text :

door frame at floor level damaged

Section: Floors - Guest Rooms**Subsection: 1152**1: DUSTING **NC**☒ No

Observation Text :

dust on TV ledge

2: MAINTENANCE. **NC**

☒ No

Attachments :

QUE2611_IMG_20190226_122315.jpg

Observation Text :

poor finish on the door frame

Section: Floors - Guest Rooms

Subsection: 3143

1: MAINTENANCE **NC**

☒ No

Attachments :

QUE2621_IMG_20190226_122947.jpg

Observation Text :

Bed side wall paint mismatched

2: FURNITURE. **NC**

☒ No

Attachments :

QUE2624_IMG_20190226_123028.jpg

Observation Text :

upholstery damaged

3: FLOORS. **NC**

☒ No

Observation Text :

not mopped property

Section: Floors - Guest Rooms

Subsection: 3142

1: UPHOLSTRY \ CURTAINS **NC**

☒ No

Observation Text :

otoman upholstery torn

2: MAINTENANCE. **NC**

☒ No

Observation Text :

wc seat plying

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

☒ No

Observation Text :

No tissue box

Section: Floors - Guest Rooms

Subsection: 3139

1: BATHTUB \ WC. **NC**

☒ No

Observation Text :
water clouded in wc

2: MAINTENANCE. **NC**

☒ No

Attachments :
QUE2671_IMG_20190226_124309.jpg

Observation Text :
Door frame at floor level of poor finish

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

☒ No

Observation Text :
No tissue box

Section: Floors - Guest Rooms

Subsection: 3159

1: UPHOLSTRY \ CURTAINS **NC**

☒ No

Attachments :
QUE2678_IMG_20190226_125925.jpg

Observation Text :
stains on the rug

Section: Floors - Guest Rooms

Subsection: 3126

Section: Floors - Guest Rooms

Subsection: 3122

1: Walls/ Photo Frames **NC**

☒ No

Observation Text :
smugges on wall paper

Section: Floors - Guest Rooms

Subsection: 3119

1: MAINTENANCE **NC**

☒ No

Attachments :
QUE2741_IMG_20190226_131421.jpg

QUE2741_IMG_20190226_131439.jpg

Observation Text :
wall paper patch work of poor finish

Section: Floors - Guest Rooms

Subsection: 2128

1: MAINTENANCE. **NC**

☒ No

Attachments :
QUE2771_IMG_20190226_132305.jpg

Observation Text :
mirror edges desilvered tile grouting in the shower area to be done

Section: Floors - Guest Rooms

Subsection: 2129

Section: Floors - Guest Rooms

Subsection: 1130

1: DUSTING **NC**

☒ No

Observation Text :
Dust on the smoke detector

Section: Floors - Guest Rooms

Subsection: 1120

Section: Records

Subsection: Records & Reports

1: L&F Disposals **NC**

Rating: 7

Observation Text :
Done till November-17 Due for 8 months

Chronic

Section: Public Area

Subsection: PEACOCK

1: Carpet. **NC**

☒ No

Attachments :

QUE2050_IMG_20190227_175241.jpg

QUE2050_IMG_20190227_175254.jpg

Observation Text :

permanent marks on carpet

2: Ceiling. **NC**

☒ No

Observation Text :

cracks to be filled and painted

Section: Public Area

Subsection: MYSTIQUE BAR

1: Carpet. **NC**

☒ No

Attachments :

QUE2150_IMG_20190227_181311.jpg

Observation Text :

loose threads to be pasted

Section: Rest Rooms

Subsection: BANQUET GENTS REST ROOM

1: Maintenance. **NC**

☒ No

Observation Text :

marble floor chipped in front of wash basin

Section: Floors - Guest Rooms

Subsection: 2164

1: MAINTENANCE. **NC**

☒ No

Attachments :

QUE2451_IMG_20190226_113025.jpg

Observation Text :

poor finish behind the main door

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.

☒ 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.

☒ Yes

16: Polishing.

☐ Yes

17: Accessories.

☐ Yes

18: Banquet/Tables.

☐ Yes

19: Brass/Copper.

☐ Yes

20: Window panes/Ledges.

☐ Yes

Section: Public Area

Subsection: PEACOCK

1: Doors

☐ Yes

2: Signage's

☐ Yes

3: Carpet. **NC**

☐ No

Attachments :

QUE2050_IMG_20190227_175241.jpg

QUE2050_IMG_20190227_175254.jpg

Observation Text :

permanent marks on carpet

4: Ceiling. **NC**

☐ No

Observation Text :

cracks to be filled and painted

5: Lights / TV

☐ Yes

6: AC grills/Exhaust.

☐ Yes

7: Walls. **NC**

☐ No

Observation Text :

suit traces on the walls beside ac grills

8: Paintings. ☒ Not Applicable

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. ☒ Not Applicable

20: Window panes/Ledges.

☒ Yes

Section: Public Area

Subsection: AMBER

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. ☒ Not Applicable

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. **NC**

☒ No

Attachments :

QUE2084_IMG_20190227_180853.jpg

Observation Text :

Dustbin stand has scuff marks

18: Banquet/Tables.

☒ Yes

19: Brass/Copper. ☒ Not Applicable

20: Window panes/Ledges.

☒ Yes

Section: Public Area**Subsection: TEAL**

- 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. ☒ Not Applicable
- 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

Section: Public Area

Subsection: SAFFRONSOUL

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. ☒ Not Applicable

9: Panels. **NC**

☒ No

Observation Text :

marble panels beside show kitchen has dust

10: Fabric.

☒ Yes

11: Floor. **NC**

☒ No

Attachments :

QUE2118_IMG_20190227_114600.jpg

Observation Text :

beside the side boards to be cleaned

12: Dusting. **NC**

☐ No

Attachments :

QUE2119_IMG_20190227_114448.jpg

Observation Text :

Dust on the ledge behind the sofas

13: Skirting.

☐ Yes

14: Furniture.

☐ Yes

15: Upholstery.

☐ Yes

16: Polishing.

☐ Yes

17: Accessories.

☐ Yes

18: Banquet/Tables.

☐ Yes

19: Brass/Copper. ☒ Not Applicable

20: Window panes/Ledges.

☐ Yes

Section: Public Area

Subsection: CYAN

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**

☒ No

Attachments :

QUE2136_IMG_20190227_180127.jpg

Observation Text :

wooden panels have oil stains behind the buffet counter

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. ☒ Not Applicable

20: Window panes/Ledges.

☒ Yes

Section: Public Area

Subsection: MYSTIQUE BAR

1: Doors

☒ Yes

2: Signage's

☒ Yes3: Carpet. **NC**☒ No

Attachments :

QUE2150_IMG_20190227_181311.jpg

Observation Text :

loose threads to be pasted

4: Ceiling.

☒ Yes

5: Lights / TV

☒ Yes

6: AC grills/Exhaust.

☒ Yes

7: Walls.

☒ Yes8: Paintings. ☒ Not Applicable

9: Panels.

☒ Yes

10: Fabric.

☒ Yes

11: Floor.

☒ Yes12: Dusting. **NC**☒ No

Observation Text :

Dust on the center table legs

13: Skirting.

☒ Yes

14: Furniture.

☒ Yes

15: Upholstery.

☒ Yes

16: Polishing.

☒ Yes

17: Accessories.

☒ Yes

18: Banquet/Tables.

☒ Yes

19: Brass/Copper. ☒ Not Applicable

20: Window panes/Ledges.

☒ Yes

Section: Public Area

Subsection: AZURE

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. ☒ Not Applicable

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. ☒ Not Applicable

20: Window panes/Ledges.

☒ Yes

Section: Public Area

Subsection: MEKONG

1: Doors

☒ Yes

2: Signage's

☒ Yes

3: Carpet. ☒ Not Applicable

4: Ceiling. **NC**

☒ No

Observation Text :

black suit traces beside the AC grills

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

Observation Text :

dirt on corners

12: Dusting. **NC**

☐ No

Observation Text :

chair frame to be dusted

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: Procedures

Subsection: GUEST ROOMS

- 1: Bathroom linen standardization.

Rating: 9

- 2: Tea /coffee making facility in the room.

Rating: 9

- 3: Room history maintenance.

Rating: 8

Observation Text :

3132 Ken fix was done but not entered in room history book

- 4: Table / wardrobe drawers in guest rooms.

Rating: 9

- 5: Housekeeping - Machines.

Rating: 9

- 6: Housekeeping - Turndown service.

Rating: 9

Observation Text :

Done by morning shift

- 7: Bathroom amenities for double occupancy rooms.

Rating: 9

- 8: Suite bathroom amenities .

Rating: 9

- 9: Magazines provided to guest rooms.

Rating: 9

Observation Text :

Wow,Week

- 10: Laundry - garment finishing standards.

Rating: 8

- 11: Carpets. **NC**

Rating: 7

- 12: Care and maintenance of runners.

Rating: 8

- 13: Standardized in room items.

Rating: 8

- 14: Sleep quality comfort.

Rating: 8

15: Specification of cleaning chemicals.

Rating: 9

Observation Text :

Diversey chemicals being used

16: Standardized bed linen / mattress / foundation.

Rating: 9

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

Rating: 9

18: Measurable instruments for quality / standards measurements.

Rating: 9

19: Guest-laundry pickup.

Rating: 8

Observation Text :

Done in 5 mnts

Section: Rest Rooms

Subsection: GENTS TOILET

1: Taps.

☒ Yes

2: Maintenance. **NC**

☒ No

Attachments :

QUE2228_IMG_20190227_115926.jpg

QUE2228_IMG_20190227_120129.jpg

QUE2228_IMG_20190227_120206.jpg

Observation Text :

wash basin tap knob is missing Health faucet to be fixed Door at wc area to be repaired

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 things

☒ Yes

Section: Rest Rooms

Subsection: LADIES LOCKER

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. ☒ Not Applicable

13: Mattress / Other things

☒ Yes

Section: Rest Rooms

Subsection: LOBBY GENTS 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 **NC**

☒ No

Observation Text :

one mirror at wash basin counter is desilvered

9: Soap /Supplies

☒ Yes

10: Door /Walls / Ceiling

☒ Yes

11: Exhaust

☒ Yes

12: Urinal.

☒ Yes

13: Mattress / Other things ☒ Not Applicable

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

☒ Yes12: Urinal. ☒ Not Applicable13: Mattress / Other things ☒ Not Applicable**Section:** Rest Rooms**Subsection:** BANQUET GENTS REST ROOM

1: Taps.

☒ Yes2: Maintenance. **NC**☒ No

Observation Text :

marble floor chipped in front of wash basin

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 things ☒ Not Applicable

Section: Rest Rooms

Subsection: BANQUET 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

☒ Yes

10: Door /Walls / Ceiling

☒ Yes

11: Exhaust

☒ Yes12: Urinal. ☒ Not Applicable13: Mattress / Other things ☒ Not Applicable**Section:** Rest Rooms**Subsection:** EXECUTIVES GENTS LOCKER

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 things

☒ Yes

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: Basin.

☒ Yes

8: Mirror

☒ Yes

9: Soap /Supplies

☒ Yes

10: Door /Walls / Ceiling

☒ Yes

11: Exhaust **NC**

☒ No

Observation Text :

Exhaust not working

12: Urinal. ☒ Not Applicable

13: Mattress / Other things

☒ Yes

Section: Floors - Guest Rooms

Subsection: 2164

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. **NC**

☒ No

Attachments :

QUE2451_IMG_20190226_113025.jpg

Observation Text :

poor finish behind the main door

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 2165

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 **NC**☒ No

Attachments :

QUE2461_IMG_20190226_113625.jpg

Observation Text :

wall paper peeling off at joints

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:** 2132

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

Section: Floors - Guest Rooms

Subsection: 1103

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 :

curtains hooks missing

7: TV \ TEL \ AC.

☒ Yes

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE **NC**

☐ No

Attachments :

QUE2501_IMG_20190226_114922.jpg

Observation Text :

bed side table draw not closing properly

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 :
mirror desilvered

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 1118

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

Section: Floors - Guest Rooms

Subsection: 1119

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

Attachments :

QUE2538_IMG_20190226_120100.jpg

Observation Text :

stain of polish on head board fabric

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

Observation Text :

mirror desilvered

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 1126

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 **NC**

☐ No

Attachments :

QUE2561_IMG_20190226_120923.jpg

Observation Text :

wire hanging underneath the mirror

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: 1136

1: Ceiling

☒ Yes

2: Walls/ Photo Frames

☒ Yes

3: Floor

☒ Yes

4: WINDOW PANE \ LEDGES

☒ Yes

5: BED LINEN. **NC**

☒ No

Attachments :

QUE2577_IMG_20190226_121501.jpg

Observation Text :

bed making not proper

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

Attachments :

QUE2591_IMG_20190226_121714.jpg

QUE2591_IMG_20190226_121738.jpg

Observation Text :

door frame at floor level damaged

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 1152

- 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
- Observation Text :
dust on TV ledge
- 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

Attachments :

QUE2611_IMG_20190226_122315.jpg

Observation Text :

poor finish on the door frame

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 3143

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 **NC**

☒ No

Attachments :

QUE2621_IMG_20190226_122947.jpg

Observation Text :

Bed side wall paint mismatched

10: DUSTING

☒ Yes

11: TIDINESS.

☒ Yes

12: FURNITURE. **NC**

☒ No

Attachments :

QUE2624_IMG_20190226_123028.jpg

Observation Text :

upholstery damaged

13: GUEST BATHROOMS.

☒ Yes

14: FLOORS. **NC**

☒ No

Observation Text :

not mopped property

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: 3142

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 :

otoman upholstery torn

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

Observation Text :

wc seat plying

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

☐ No

Observation Text :

No tissue box

Section: Floors - Guest Rooms

Subsection: 3139

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. **NC**

☒ No

Observation Text :
water clouded in wc

16: WASHBASIN \ COUNTER

☒ Yes

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE. **NC**

☒ No

Attachments :
QUE2671_IMG_20190226_124309.jpg

Observation Text :
Door frame at floor level of poor finish

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

☒ No

Observation Text :
No tissue box

Section: Floors - Guest Rooms

Subsection: 3159

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

Attachments :

QUE2678_IMG_20190226_125925.jpg

Observation Text :

stains on the rug

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:** 3126

- 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

Section: Floors - Guest Rooms

Subsection: 3122

1: Ceiling

☒ Yes

2: Walls/ Photo Frames **NC**

☐ No

Observation Text :

smugges on wall paper

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

Section: Floors - Guest Rooms

Subsection: 3119

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 **NC**

☒ No

Attachments :

QUE2741_IMG_20190226_131421.jpg

QUE2741_IMG_20190226_131439.jpg

Observation Text :

wall paper patch work of poor finish

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: 2128

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. **NC**

☒ No

Attachments :

QUE2771_IMG_20190226_132305.jpg

Observation Text :

mirror edges desilvered tile grouting in the shower area to be done

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 2129

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

Section: Floors - Guest Rooms

Subsection: 1130

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

Observation Text :

Dust on the smoke detector

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: 1120

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

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

- 1: Lobby
Rating: 8
- 2: Reception.
Rating: 8
- 3: Travel desk.
Rating: 9
- 4: OUT Entrance. ☒ Not Applicable
- 5: Bell Desk ☒ Not Applicable
- 6: Lobby lounge ☒ Not Applicable
- 7: Lobby Entrance
Rating: 9
- 8: Guest elevator opposite
Rating: 9
- 9: Opposite to banquet office ☒ Not Applicable
- 10: Gardenia entrance ☒ Not Applicable
- 11: Senate ☒ Not Applicable
- 12: Prefunction of Residency ☒ Not Applicable
- 13: Gardenia entrance ☒ Not Applicable
- 14: Tulips
Rating: 8
- 15: Lobby Gents rest room
Rating: 8
- 16: Lobby Ladies rest room
Rating: 9
- 17: Banquets Gents rest room
Rating: 9
- 18: Banquets Ladies rest room
Rating: 9
- 19: Gardenia entrance ☒ Not Applicable

Section: Linen and Laundry**Subsection:** Linen, Laundry & Guest Laundry

1: Linen room stacking

Rating: 8

2: Par stocks

Rating: 9

3: Annual indent

Rating: 9

Observation Text :

Being followed

4: Discards

Rating: 8

Observation Text :

Being followed

5: Quality of uniforms

Rating: 8

6: Quality of linen

Rating: 8

7: Uniform calendar

Rating: 8

8: Exchange timing

Rating: 9

Observation Text :

Being followed

9: Uniform exchange system

Rating: 8

10: Inventory of F&B Linen

Rating: 8

11: Inventory of Room linen

Rating: 8

12: Inventory of uniforms

Rating: 8

13: Pick up collection standards

Rating: 8

14: Sorting & Checking

Rating: 8

15: Marking & Tagging

Rating: 8

16: Processing

Rating: 8

17: Finishing

Rating: 8

18: Packing

Rating: 9

19: Billing

Rating: 9

20: Delivery

Rating: 9

21: Condition of machines

Rating: 8

Observation Text :

cuf and collar machine not working

22: Equipment, Preventive maintenance

Rating: 8

23: Standardized chemicals

Rating: 9

24: Sorting standards

Rating: 8

25: Washing standards

Rating: 8

26: Finishing standards

Rating: 8

27: Stacking standards

Rating: 8

28: Awareness of snow white initiatives

Rating: 8

29: Comfortable temperature in laundry

Rating: 8

30: Safe work practices

Rating: 8

31: Use of safety equipment

Rating: 8

32: Quality of processed articles

Rating: 8

Section: Contractual Service

Subsection: Contractual Service

1: Schedule of treatment for rooms

Rating: 9

2: Schedule of treatment for kitchen

Rating: 9

3: Schedule of treatment for F&B outlets

Rating: 9

Observation Text :

Being followed

4: Standards of chemicals

Rating: 9

Observation Text :

Being followed Baygon and prophoxor

5: Staff uniform and grooming

Rating: 9

6: Effectiveness

Rating: 8

7: Quality of flowers & flower vase

Rating: 9

8: Costing

Rating: 8

9: Skill knowledge

Rating: 9

10: Maintenance of plants

Rating: 8

11: Quality of landscaping

Rating: 8

12: Overall impression

Rating: 8

13: Periphery of the hotel

Rating: 8

Section: Records

Subsection: Records & Reports

1: Guest supplies

Rating: 8

2: Cleaning supplies

Rating: 8

3: Linen

Rating: 8

4: Uniforms

Rating: 8

5: Lost and found records

Rating: 8

6: L&F issues to the claimant

Rating: 8

7: L&F storage

Rating: 8

8: L&F Letters to guests

Rating: 8

9: L&F Disposals **NC**

Rating: 7

Observation Text :

Done till November-17 Due for 8 months

10: Room history

Rating: 8

11: Duty roaster & allocation register

Rating: 9

12: Attendance record

Rating: 9

13: Log book messages and follow up

Rating: 9

14: Occupancy report (Twice a day)

Rating: 9

15: Under repair status

Rating: 9

16: DND List

Rating: 9

17: Property upkeep Report

Rating: 9

18: Monthly meeting reports

Rating: 9