

# Audit Report for Audit ID - AU0062-2

## Housekeeping Audit




Audit Score

82/100

### Details

Audit	AU0062
Scheduled Audit	AU0062-2
Location	Hyderabad
Hotel	AVASA Hotel
Department	House Keeping
Checklist	Housekeeping Audit
Audit Type	Internal
Auditor	Mr Uday Bhasker Reddy
Start Date	01-01-2018
End Date	31-01-2018
Submitted Date	10-02-2018
Status	Draft
Assigned By	Administrator Account
Non-Compliance	0
Chronic Issues	0

## Comparison

AVASA HOTEL HOUSEKEEPING AUDIT			
HOUSEKEEPING AUDIT		VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections		
	80-100 = Green		Good / Excellent
	61-79 = Yellow		Average
	60 below is Red		Poor / Fair

# 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.
- 16: Polishing.
- 17: Accessories.
- 18: Banquet/Tables.
- 19: Brass/Copper.
- 20: Window panes/Ledges.

**Section:** Public Area

**Subsection:** OUT

- 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.
- 16: Polishing.
- 17: Accessories.
- 18: Banquet/Tables.
- 19: Brass/Copper.
- 20: Window panes/Ledges.

**Section:** Public Area

**Subsection:** CHANCERY

- 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.
- 16: Polishing.
- 17: Accessories.
- 18: Banquet/Tables.
- 19: Brass/Copper.
- 20: Window panes/Ledges.

**Section:** Public Area

**Subsection:** RESIDENCY

- 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.
- 16: Polishing.
- 17: Accessories.
- 18: Banquet/Tables.
- 19: Brass/Copper.
- 20: Window panes/Ledges.

**Section:** Public Area

**Subsection:** TULIPS

- 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.
- 16: Polishing.
- 17: Accessories.
- 18: Banquet/Tables.
- 19: Brass/Copper.
- 20: Window panes/Ledges.

**Section:** Public Area

**Subsection:** MUSTANG BAR

- 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.

16: Polishing.

17: Accessories.

18: Banquet/Tables.

19: Brass/Copper.

20: Window panes/Ledges.

**Section:** Public Area

**Subsection:** CONSULATE

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.

16: Polishing.

17: Accessories.

18: Banquet/Tables.



19: Brass/Copper.

20: Window panes/Ledges.

**Section:** Public Area

**Subsection:** OUT OF THE BOX

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.

16: Polishing.

17: Accessories.

18: Banquet/Tables.

19: Brass/Copper.

20: Window panes/Ledges.

**Section:** Public Area

**Subsection:** SENATE

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.
- 16: Polishing.
- 17: Accessories.
- 18: Banquet/Tables.
- 19: Brass/Copper.
- 20: Window panes/Ledges.

**Section:** Public Area

**Subsection:** SKY BAR

- 1: Doors

**Section:** Public Area

**Subsection:** PI

- 1: Doors

**Section:** Public Area

**Subsection:** OHM

1: Doors

**Section:** Public Area

**Subsection:** CONESTELLATION

1: Doors

**Section:** Public Area

**Subsection:** OMNI

1: Doors

**Section:** Public Area

**Subsection:** ORION

1: Doors

**Section:** Public Area

**Subsection:** VEGA

1: Doors

**Section:** Public Area

**Subsection:** NOVA

1: Doors

**Section:** Public Area

**Subsection:** CONSETLLATION PRE FUNTION

1: Doors

**Section:** Procedures

**Subsection:** GUEST ROOMS

1: Bathroom linen standardization.

Rating: 0

2: Tea /coffee making facility in the room.

Rating: 0

3: Room history maintenance.

Rating: 0

4: Table / wardrobe drawers in guest rooms.

Rating: 0

5: Housekeeping - Machines.

Rating: 0

6: Housekeeping - Turndown service.

Rating: 0

- 7: Bathroom amenities for double occupancy rooms.  
Rating: 0
- 8: Suite bathroom amenities .  
Rating: 0
- 9: Magazines provided to guest rooms.  
Rating: 0
- 10: Laundry - garment finishing standards.  
Rating: 0
- 11: Carpets.  
Rating: 0
- 12: Care and maintenance of runners.  
Rating: 0
- 13: Standardized in room items.  
Rating: 0
- 14: Sleep quality comfort.  
Rating: 0
- 15: Specification of cleaning chemicals.  
Rating: 0
- 16: Standardized bed linen / mattress / foundation.  
Rating: 0
- 17: Standardization of par levels for room linen and table linen.  
Rating: 0
- 18: Measurable instruments for quality / standards measurements.  
Rating: 0
- 19: Guest-laundry pickup.  
Rating: 0

**Section:** Rest Rooms

**Subsection:** GENTS TOILET

- 1: Taps.

☒ Yes

Attachments :

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- 2: Maintenance.

- 3: Smell.

4: Floor.

5: Tiles.

6: W/C

7: Basin.

8: Mirror

9: Soap /Supplies

10: Door /Walls / Ceiling

11: Exhaust

12: Urinal.

13: Mattress / Other yhings

**Section:** Rest Rooms

**Subsection:** LADIES LOCKER

1: Taps.

2: Maintenance.

3: Smell.

4: Floor.

5: Tiles.

6: W/C

7: Basin.

8: Mirror

9: Soap /Supplies

10: Door /Walls / Ceiling

11: Exhaust

12: Urinal.

13: Mattress / Other yhings

**Section:** Rest Rooms

**Subsection:** LOBBY GENTS REST ROOM

- 1: Taps.
- 2: Maintenance.
- 3: Smell.
- 4: Floor.
- 5: Tiles.
- 6: W/C
- 7: Basin.
- 8: Mirror
- 9: Soap /Supplies
- 10: Door /Walls / Ceiling
- 11: Exhaust
- 12: Urinal.
- 13: Mattress / Other yhings

**Section:** Rest Rooms

**Subsection:** LOBBY LADIES REST ROOM

- 1: Taps.
- 2: Maintenance.
- 3: Smell.
- 4: Floor.
- 5: Tiles.
- 6: W/C
- 7: Basin.
- 8: Mirror
- 9: Soap /Supplies
- 10: Door /Walls / Ceiling

11: Exhaust

12: Urinal.

13: Mattress / Other yhings

**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

9: Soap /Supplies

10: Door /Walls / Ceiling

11: Exhaust

12: Urinal.

13: Mattress / Other yhings

**Section:** Rest Rooms

**Subsection:** BANQUET LADIES REST ROOM

1: Taps.

2: Maintenance.

3: Smell.

4: Floor.

5: Tiles.

6: W/C

7: Basin.

8: Mirror

9: Soap /Supplies

10: Door /Walls / Ceiling

11: Exhaust

12: Urinal.

13: Mattress / Other yhings

**Section:** Rest Rooms

**Subsection:** EXECUTIVES GENTS LOCKER

1: Taps.

☒ Yes

2: Maintenance. **NC**

☒ No

Observation Text :  
walls to be painted

3: Smell.

☒ Yes

4: Floor.

☒ Yes

5: Tiles. **NC**

☒ No

Observation Text :  
dusting to be done above skirting

6: W/C

☒ Yes

7: Basin.

☒ Yes

8: Mirror

☒ Yes

9: Soap /Supplies

☒ Yes

10: Door /Walls / Ceiling



☒ Yes

11: Exhaust

12: Urinal.

13: Mattress / Other yhings

**Section:** Rest Rooms

**Subsection:** CHANCERY GENTS

1: Taps.

2: Maintenance.

3: Smell.

4: Floor.

5: Tiles.

6: W/C

7: Basin.

8: Mirror

9: Soap /Supplies

10: Door /Walls / Ceiling

11: Exhaust

12: Urinal.

13: Mattress / Other yhings

**Section:** Rest Rooms

**Subsection:** OTB LADIES REST ROOM

1: Taps.

2: Maintenance.

3: Smell.

4: Floor.

5: Tiles.

6: W/C

7: Basin.

8: Mirror

9: Soap /Supplies

10: Door /Walls / Ceiling

11: Exhaust

12: Urinal.

13: Mattress / Other yhings

**Section:** Rest Rooms

**Subsection:** OTB GENTS REST ROOM

1: Taps.

2: Maintenance.

3: Smell.

4: Floor.

5: Tiles.

6: W/C

7: Basin.

8: Mirror

9: Soap /Supplies

10: Door /Walls / Ceiling

11: Exhaust

12: Urinal.

13: Mattress / Other yhings

**Section:** Rest Rooms

**Subsection:** EXECUTIVES LADIES LOCKER

1: Taps.

2: Maintenance.

3: Smell.

4: Floor.

5: Tiles.

6: W/C

7: Basin.

8: Mirror

9: Soap /Supplies

10: Door /Walls / Ceiling

11: Exhaust

12: Urinal.

13: Mattress / Other yhings

**Section:** Rest Rooms

**Subsection:** STAFF GENTS LOCKER

1: Taps.

**Section:** Rest Rooms

**Subsection:** POOL SIDE MENS REST ROOM

1: Taps.

**Section:** Rest Rooms

**Subsection:** POOL SIDE LADIES REST ROOM

1: Taps.

**Section:** Rest Rooms

**Subsection:** FRACTILE BAR MENS

1: Taps.

**Section:** Rest Rooms

**Subsection:** FRACTILE BAR LADIES

1: Taps.

**Section:** Gloss Level

**Subsection:** Marble Floor

1: Lobby

Rating: 0

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

19: Gardenia entrance

Rating: 0

**Section:** Contractual Service

**Subsection:** Contractual Service

1: Schedule of treatment for rooms

Rating: 0

2: Schedule of treatment for kitchen

Rating: 0

3: Schedule of treatment for F&B outlets

Rating: 0

4: Standards of chemicals

Rating: 0

5: Staff uniform and grooming

Rating: 0

6: Effectiveness

Rating: 0

7: Quality of flowers & flower vase

Rating: 0

8: Costing

Rating: 0

9: Skill knowledge

Rating: 0

10: Maintenance of plants

Rating: 0

11: Quality of landscaping

Rating: 0

12: Overall impression

Rating: 0

13: Periphery of the hotel

Rating: 0

**Section:** Records

**Subsection:** Records & Reports

1: Guest supplies

Rating: 0

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

