

Audit Report for Audit ID - AU0081-2

SNO	Public Area	CHAMBERS 3	OUT	CHANCERY	RESIDENCY	TULIPS	MUSTANG BAR	CONSULATE	LOBBY	OUT OF THE BOX	SENATE	CHAMBERS 1	CHAMBERS 2	OBTAINED SCORE
1	Accessories.	C	C	NC	C	C	C	C	NC	C	C	C	C	83
2	Banquet/Tables.	C	C	C	C	C	C	C	C	C	C	C	C	100
3	Brass/Copper.	N/A	C	C	N/A	N/A	N/A	C	C	C	N/A	N/A	N/A	42
4	Window panes/Ledges.	C	C	N/A	NC	C	N/A	N/A	C	C	N/A	NC	C	50
5	Doors	C	C	C	C	C	C	C	C	C	C	C	C	100
6	Signage's	C	C	C	C	C	C	C	C	C	C	C	C	100
7	Carpet.	N/A	N/A	N/A	NC	N/A	N/A	N/A	C	N/A	N/A	N/A	N/A	8
8	Ceiling.	C	C	C	NC	C	C	C	NC	C	C	C	NC	75
9	Lights / TV	C	C	C	C	NC	C	C	C	C	C	C	C	92
10	AC grills/Exhaust.	C	C	C	C	C	C	C	C	C	NC	C	C	92
11	Walls.	NC	C	NC	C	C	C	NC	C	C	C	C	NC	67
12	Paintings.	N/A	C	C	N/A	C	C	C	C	C	C	N/A	N/A	67
13	Panels.	N/A	C	C	C	C	C	C	C	C	C	N/A	N/A	75
14	Fabric.	C	C	C	C	C	C	C	C	C	C	N/A	N/A	83
15	Floor.	C	NC	C	NC	C	C	C	C	NC	C	C	C	75
16	Dusting.	C	C	C	NC	C	C	C	C	C	C	C	C	92
17	Skirting.	C	C	C	C	C	C	C	C	C	C	C	C	100
18	Furniture.	C	C	C	C	C	C	C	C	C	C	C	C	100
19	Upholstery.	C	C	C	C	C	C	C	C	C	C	N/A	C	92
20	Polishing.	C	C	C	C	C	C	C	C	C	C	N/A	C	92

SNO	Floors - Guest Rooms	337	102	126	347	131	343	143	258	147	256	259	106	Guest rooms	205	309	201	311	247	324	142	326	OBTAINED SCORE
1	GUEST BATHROOMS.	C	C	C	C	N/A	N/A	C	C	C	C	C	C	C	C	N/A	C	N/A	C	C	C	N/A	76
2	FLOORS.	C	C	C	C	N/A	N/A	C	C	C	C	C	C	C	C	N/A	C	N/A	C	C	C	N/A	76
3	BATHTUB \ WC.	C	C	C	C	N/A	N/A	C	C	C	C	C	C	NC	C	N/A	C	N/A	C	C	C	N/A	71
4	WASHBASIN \ COUNTER	NC	C	C	C	N/A	N/A	C	C	C	C	C	C	C	C	N/A	NC	N/A	C	C	C	N/A	67
5	MIRRORS.	NC	C	C	C	N/A	N/A	C	C	C	C	NC	C	C	C	N/A	C	N/A	C	C	C	N/A	67
6	DUSTING.	C	C	NC	C	N/A	N/A	C	C	C	C	C	C	C	C	N/A	C	N/A	C	C	C	N/A	71
7	MAINTENANCE.	C	C	C	C	N/A	N/A	C	C	C	C	NC	NC	C	C	N/A	NC	N/A	C	C	C	N/A	62
8	SUPP \ STATIONERY \ BATH LINEN	C	NC	NC	C	N/A	N/A	C	NC	NC	NC	C	C	C	C	NC	C	N/A	C	C	NC	N/A	48
9	Walls/ Photo Frames	C	C	C	C	N/A	N/A	C	C	C	C	C	C	NC	C	N/A	C	N/A	C	C	C	N/A	71
10	Floor	C	C	C	C	N/A	N/A	C	C	C	C	C	NC	NC	NC	N/A	NC	N/A	C	C	C	N/A	57
11	Ceiling	C	C	C	C	N/A	N/A	C	C	C	C	C	C	C	NC	N/A	C	N/A	C	C	C	N/A	71
12	WINDOW PANE \ LEDGES	NC	C	C	NC	N/A	N/A	C	C	C	C	C	C	NC	C	N/A	C	N/A	C	C	C	N/A	62
13	BED LINEN.	C	C	C	C	N/A	NC	C	C	C	C	C	C	C	C	N/A	C	N/A	C	C	C	N/A	76
14	UPHOLSTRY \ CURTAINS	C	NC	C	C	N/A	N/A	C	C	C	C	NC	C	NC	C	N/A	NC	N/A	C	C	C	N/A	57
15	TV \ TEL \ AC.	C	C	C	C	N/A	N/A	C	C	C	C	C	C	C	NC	N/A	C	N/A	C	C	C	N/A	71
16	SUPP \ STATIONERY.	C	C	NC	NC	N/A	N/A	C	NC	C	C	C	C	NC	NC	N/A	C	N/A	C	C	NC	N/A	48
17	MAINTENANCE	C	NC	C	NC	N/A	N/A	C	C	C	NC	C	C	C	C	N/A	C	N/A	C	C	C	N/A	62
18	DUSTING	C	C	C	C	N/A	N/A	C	C	C	C	NC	NC	C	C	N/A	C	N/A	C	C	C	N/A	67
19	TIDINESS.	C	C	C	C	N/A	N/A	C	C	C	C	C	C	C	C	N/A	C	N/A	C	C	C	N/A	76
20	FURNITURE.	NC	NC	C	C	N/A	N/A	C	C	C	C	NC	C	NC	NC	N/A	C	N/A	C	NC	C	N/A	48

SNO	Gloss Level	Marble Floor	OBTAINED SCORE
1	Lobby	C	100
2	Reception.	C	100
3	Travel desk.	NC	0

4	OUT Entrance.	C	100	
5	Bell Desk	NC	0	
6	Lobby lounge	C	100	
7	Lobby Entrance	C	100	
8	Guest elevator opposite	C	100	
9	Opposite to banquet office	NC	0	
10	Gardenia entrance	NC	NC	NC 0
11	Senate	C	100	
12	Prefunction of Residency	NC	0	
13	Tulips	NC	0	
14	Lobby Gents rest room	NC	0	
15	Lobby Ladies rest room	NC	0	
16	Banquets Gents rest room	C	100	
17	Banquets Ladies rest room	C	100	

SNO	Procedures	GUEST ROOMS	OBTAINED SCORE
1	Bathroom linen standardization.	NC	0
2	Tea /coffee making facility in the room.	C	100
3	Room history maintenance.	C	100
4	Table / wardrobe drawers in guest rooms.	NC	0
5	Housekeeping - Machines.	C	100
6	Housekeeping - Turndown service.	C	100
7	Bathroom amenities for double occupancy rooms.	C	100
8	Suite bathroom amenities .	C	100
9	Magazines provided to guest rooms.	C	100
10	Laundry - garment finishing standards.	C	100
11	Carpets.	NC	0
12	Care and maintenance of runners.	N/A	0
13	Standardized in room items.	NC	0
14	Sleep quality comfort.	C	100
15	Specification of cleaning chemicals.	C	100
16	Standardized bed linen / mattress / foundation.	C	100
17	Standardization of par levels for room linen and table linen.	NC	0
18	Measurable instruments for quality / standards measurements.	NC	0
19	Guest-laundry pickup.	C	100

SNO	Linen and Laundry	Linen, Laundry & Guest Laundry	OBTAINED SCORE
1	Sorting standards	N/A	0
2	Washing standards	N/A	0
3	Finishing standards	N/A	0
4	Stacking standards	N/A	0
5	Awareness of snow white initiatives	N/A	0
6	Comfortable temperature in laundry	N/A	0
7	Safe work practices	N/A	0

8	Use of safety equipment	N/A	0
9	Quality of processed articles	N/A	0
10	Linen room stacking	NC	0
11	Par stocks	NC	0
12	Annual indent	NC	0
13	Discards	NC	0
14	Quality of uniforms	NC	0
15	Quality of linen	C	100
16	Uniform calendar	NC	0
17	Exchange timing	C	100
18	Uniform exchange system	C	100
19	Inventory of F&B Linen	NC	0
20	Inventory of Room linen	NC	0
21	Inventory of uniforms	NC	0
22	Pick up collection standards	C	100
23	Sorting & Checking	NC	0
24	Marking & Tagging	NC	0
25	Processing	NC	0
26	Finishing	NC	0
27	Packing	C	100
28	Billing	C	100
29	Delivery	C	100
30	Condition of machines	N/A	0
31	Equipment, Preventive maintenance	N/A	0
32	Standardized chemicals	N/A	0

SNO	Records	Records & Reports	OBTAINED SCORE
1	Guest supplies	C	100
2	Cleaning supplies	C	100
3	Linen	NC	0
4	Uniforms	NC	0
5	Lost and found records	C	100
6	L&F issues to the claimant	C	100
7	L&F storage	C	100
8	L&F Letters to guests	N/A	0
9	L&F Disposals	C	100
10	Room history	C	100
11	Duty roaster & allocation register	C	100
12	Attendance record	C	100
13	Log book messages and follow up	C	100
14	Occupancy report (Twice a day)	C	100
15	Under repair status	C	100
16	DND List	C	100
17	Property upkeep Report	NC	0
18	Monthly meeting reports	C	100

SNO	Contractual Service	Contractual Service	OBTAINED SCORE
1	Schedule of treatment for rooms	C	100
2	Schedule of treatment for kitchen	C	100
3	Schedule of treatment for F&B outlets	C	100
4	Standards of chemicals	C	100
5	Staff uniform and grooming	C	100
6	Effectiveness	C	100
7	Quality of flowers & flower vase	NC	0
8	Costing	C	100
9	Skill knowledge	NC	0
10	Maintenance of plants	NC	0
11	Quality of landscaping	NC	0
12	Overall impression	NC	0
13	Periphery of the hotel	C	100

SNO	Rest Rooms	LADIES LOCKER	LOBBY GENTS REST ROOM	LOBBY LADIES REST ROOM	BANQUET GENTS REST ROOM	BANQUET LADIES REST ROOM	EXECUTIVES GENTS LOCKER	CHANCERY GENTS	OTB LADIES REST ROOM	OTB GENTS REST ROOM	STAFF GENTS LOCKER	CHANCERY LADIES	GENTS TOILET	OBTAINED SCORE
1	Taps.	C	C	C	C	C	C	NC	C	C	C	C	C	92
2	Maintenance.	C	C	NC	NC	NC	C	NC	C	NC	NC	NC	NC	33
3	Smell.	C	C	C	C	C	C	C	C	C	C	C	C	100
4	Floor.	C	C	C	C	C	C	NC	C	C	NC	C	NC	75
5	Tiles.	C	C	C	C	C	C	C	C	C	C	C	C	100
6	W/C	C	C	C	NC	C	C	C	C	C	C	C	C	92
7	Basin.	C	C	C	C	C	C	C	C	C	C	C	C	100
8	Mirror	C	C	C	C	C	C	C	C	C	C	C	C	100
9	Soap /Supplies	C	C	C	C	C	C	C	C	C	C	NC	C	92
10	Door /Walls / Ceiling	C	C	C	C	C	NC	C	C	C	C	C	C	92
11	Exhaust	C	C	C	C	C	C	C	C	C	C	C	C	100
12	Urinal.	N/A	C	N/A	C	N/A	C	N/A	N/A	C	NC	N/A	C	42
13	Mattress / Other things	C	N/A	N/A	N/A	N/A	C	N/A	N/A	N/A	N/A	N/A	N/A	17