

Audit Report for Audit ID - AU0081-3

Housekeeping Audit

Audit Score

84/100

Details

Audit	AU0081
Scheduled Audit	AU0081-3
Location	Hyderabad
Hotel	GreenPark Hotel- GPH
Department	House Keeping
Checklist	Housekeeping Audit
Audit Type	Internal
Auditor	Uday Bhasker Reddy
Start Date	01-11-2018
End Date	30-11-2018
Submitted Date	30-11-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	65
Chronic Issues	17

Comparison

GREENPARK HOTEL- GPH HOUSEKEEPING AUDIT

HOUSEKEEPING AUDIT		Aug 2018	Nov 2018	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED	SCORE OBTAINED		
1	Public Area	91	92	1	1.1%
2	Procedures	76	83	7	9.21%
3	Rest Rooms	89	99	10	11.24%
4	Gloss Level	74	71	-3	-4.05%
5	Linen and Laundry	74	79	5	6.76%
6	Contractual Service	77	77	0	0%
7	Records	79	79	0	0%
8	Floors - Guest Rooms	85	93	8	9.41%
Audit Score		● 81	● 84	3	3.7%

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

Non-Compliance

Section: Public Area

Subsection: LOBBY

1: Ceiling. **NC**

☒ No

2: Walls. **NC**

☒ No

3: Panels. **NC**

☒ No

Section: Public Area

Subsection: OUT

1: Floor. **NC**

☒ No

Section: Public Area

Subsection: RESIDENCY

1: Doors **NC**

☒ No

2: Carpet. **NC**

☒ No

Section: Public Area

Subsection: TULIPS

1: Ceiling. **NC**

☒ No

2: AC grills/Exhaust. **NC**

☒ No

3: Panels. **NC**

☒ No

4: Floor. **NC**

☒ No

Section: Public Area

Subsection: SENATE

1: Ceiling. **NC**

☒ No

2: Dusting. **NC**

☒ No

Section: Public Area

Subsection: CHAMBERS 1

1: Floor. **NC**

☒ No

2: Skirting. **NC**

☒ No

Section: Public Area

Subsection: CHAMBERS 2

1: Lights / TV **NC**

☒ No

Attachments :

QUE205_IMG_20181129_084138.jpg

2: AC grills/Exhaust. **NC**

☒ No

Attachments :

QUE206_IMG_20181129_084240.jpg

QUE206_IMG_20181129_084252.jpg

Observation Text :

AC unit dirty and not aligned property

3: Floor. **NC**

☒ No

Section: Procedures

Subsection: GUEST ROOMS

1: Bathroom linen standardization. **NC**

Rating: 7

Section: Rest Rooms

Subsection: GENTS TOILET

1: Smell. **NC**

☒ No

Section: Rest Rooms

Subsection: BANQUET LADIES REST ROOM

1: Maintenance. **NC**

☒ No

Section: Floors - Guest Rooms

Subsection: 301

1: TV \ TEL \ AC. **NC**

☒ No

2: GUEST BATHROOMS. **NC**

☒ No

Section: Floors - Guest Rooms

Subsection: 303

1: TV \ TEL \ AC. **NC**

☒ No

2: MAINTENANCE **NC**

☒ No

3: BATHTUB \ WC. **NC**

☒ No

4: MAINTENANCE. **NC**

☒ No

Section: Floors - Guest Rooms

Subsection: 361

1: Walls/ Photo Frames **NC**

☒ No

2: Floor **NC**

☒ No

Observation Text :

scratches on the wooden floor

3: WINDOW PANE \ LEDGES **NC**

☒ No

4: MAINTENANCE **NC**

☒ No

Section: Floors - Guest Rooms

Subsection: 354

1: WINDOW PANE \ LEDGES **NC**

☒ No

2: TV \ TEL \ AC. **NC**

☒ No

3: MAINTENANCE. **NC**

☒ No

Section: Floors - Guest Rooms**Subsection:** 3321: Walls/ Photo Frames **NC**☒ No2: MAINTENANCE **NC**☒ No**Section:** Floors - Guest Rooms**Subsection:** 2341: MAINTENANCE. **NC**☒ No**Section:** Floors - Guest Rooms**Subsection:** 2311: MAINTENANCE. **NC**☒ No**Section:** Floors - Guest Rooms**Subsection:** 243**Section:** Floors - Guest Rooms**Subsection:** 247**Section:** Floors - Guest Rooms**Subsection:** 262**Section:** Floors - Guest Rooms**Subsection:** 2101: UPHOLSTRY \ CURTAINS **NC**☒ No2: MAINTENANCE. **NC**☒ No**Section:** Floors - Guest Rooms**Subsection:** 2041: FLOORS. **NC**☒ No2: MAINTENANCE. **NC**☒ No**Section:** Floors - Guest Rooms**Subsection:** 1041: FLOORS. **NC**☒ No

Section: Floors - Guest Rooms**Subsection:** 1101: UPHOLSTRY \ CURTAINS **NC**☒ No2: MAINTENANCE. **NC**☒ No**Section:** Floors - Guest Rooms**Subsection:** 1261: MAINTENANCE. **NC**☒ No**Section:** Floors - Guest Rooms**Subsection:** 142**Section:** Floors - Guest Rooms**Subsection:** 1471: BATHTUB \ WC. **NC**☒ No**Section:** Floors - Guest Rooms**Subsection:** 1541: MAINTENANCE **NC**☒ No2: MAINTENANCE. **NC**☒ No**Section:** Floors - Guest Rooms**Subsection:** 258**Section:** Floors - Guest Rooms**Subsection:** 260**Section:** Floors - Guest Rooms**Subsection:** Floors**Section:** Gloss Level**Subsection:** Marble Floor1: Lobby **NC**

Rating: 7

2: Reception. **NC**

Rating: 6

3: Travel desk. **NC**

Rating: 6

- 4: Bell Desk **NC**
Rating: 5
- 5: Opposite to banquet office **NC**
Rating: 7
- 6: Gardenia entrance **NC**
Rating: 7
- 7: Prefunction of Residency **NC**
Rating: 7
- 8: Gardenia entrance **NC**
Rating: 4
- 9: Tulips **NC**
Rating: 3

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

- 1: Par stocks **NC**
Rating: 7
- 2: Quality of uniforms **NC**
Rating: 7
- 3: Finishing standards **NC**
Rating: 7

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

- 1: Maintenance of plants **NC**
Rating: 7
- 2: Quality of landscaping **NC**
Rating: 7
- 3: Overall impression **NC**
Rating: 7
- 4: Periphery of the hotel **NC**
Rating: 7

Section: Records**Subsection:** Records & Reports

- 1: Guest supplies **NC**
Rating: 6

Chronic

Section: Public Area

Subsection: LOBBY

1: Ceiling. **NC**

☒ No

Section: Public Area

Subsection: OUT

1: Floor. **NC**

☒ No

Section: Public Area

Subsection: RESIDENCY

1: Carpet. **NC**

☒ No

Section: Procedures

Subsection: GUEST ROOMS

1: Bathroom linen standardization. **NC**

Rating: 7

Section: Rest Rooms

Subsection: BANQUET LADIES REST ROOM

1: Maintenance. **NC**

☒ No

Section: Gloss Level

Subsection: Marble Floor

1: Travel desk. **NC**

Rating: 6

2: Bell Desk **NC**

Rating: 5

3: Opposite to banquet office **NC**

Rating: 7

4: Gardenia entrance **NC**

Rating: 7

5: Prefunction of Residency **NC**

Rating: 7

6: Gardenia entrance **NC**

Rating: 4

7: Tulips **NC**

Rating: 3

Section: Linen and Laundry

Subsection: Linen, Laundry & Guest Laundry

1: Par stocks **NC**

Rating: 7

2: Quality of uniforms **NC**

Rating: 7

Section: Contractual Service

Subsection: Contractual Service

1: Maintenance of plants **NC**

Rating: 7

2: Quality of landscaping **NC**

Rating: 7

3: Overall impression **NC**

Rating: 7

Audit Questionnaire

Section: Public Area

Subsection: LOBBY

1: Doors

☒ Yes

2: Signage's

☒ Yes

3: Carpet.

☒ Yes

4: Ceiling. **NC**

☐ No

5: Lights / TV

☒ Yes

6: AC grills/Exhaust.

☒ Yes

7: Walls. **NC**

☐ No

8: Paintings.

☒ Yes

9: Panels. **NC**

☐ No

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: OUT

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.

☒ Yes

9: Panels.

☒ Yes

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.
☒ Yes
- 19: Brass/Copper.
☒ Yes
- 20: Window panes/Ledges.
☒ Yes

Section: Public Area**Subsection:** CHANCERY

- 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.

☒ 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: RESIDENCY

1: Doors **NC**

☒ No

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
- 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: 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
- 8: Paintings.
☒ Yes
- 9: Panels. **NC**
☒ No
- 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.

☒ Yes

19: Brass/Copper. ☒ Not Applicable

20: Window panes/Ledges.

☒ Yes

Section: Public Area

Subsection: MUSTANG BAR

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.

☒ 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: CONSULATE

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.

☒ 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. ☒ Not Applicable

20: Window panes/Ledges.

☒ Yes

Section: Public Area

Subsection: OUT OF THE BOX

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.

☒ 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. ☒ Not Applicable

20: Window panes/Ledges.

☒ Yes

Section: Public Area

Subsection: SENATE

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.
☒ Yes
- 10: Fabric.
☒ Yes
- 11: Floor.
☒ Yes
- 12: Dusting. **NC**
☒ No
- 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: CHAMBERS 1

1: Doors

☒ Yes

2: Signage's

☒ Yes

3: Carpet. ☒ Not Applicable

4: Ceiling.

☒ Yes

5: Lights / TV

☒ Yes

Attachments :

QUE185_IMG_20181129_084002.jpg

6: AC grills/Exhaust.

☒ Yes

7: Walls.

☒ Yes

8: Paintings.

☒ Yes

9: Panels.

☒ Yes

10: Fabric.

☒ Yes

11: Floor. **NC**

☒ No

12: Dusting.

☒ Yes

13: Skirting. **NC**

☒ No

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: CHAMBERS 2

1: Doors

☒ Yes

2: Signage's

☒ Yes

3: Carpet. ☒ Not Applicable

4: Ceiling.

☒ Yes

5: Lights / TV **NC**

☒ No

Attachments :

QUE205_IMG_20181129_084138.jpg

6: AC grills/Exhaust. **NC**

☒ No

Attachments :

QUE206_IMG_20181129_084240.jpg

QUE206_IMG_20181129_084252.jpg

Observation Text :

AC unit dirty and not aligned property

7: Walls.

☒ Yes

8: Paintings. ☒ Not Applicable

9: Panels.

☐ Yes

10: Fabric.

☐ Yes

11: Floor. **NC**

☐ No

12: Dusting.

☐ Yes

Attachments :

QUE212_IMG_20181129_084355.jpg

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: CHAMBERS 3

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.

☒ 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. ☒ Not Applicable

20: Window panes/Ledges.

☒ Yes

Section: Procedures

Subsection: GUEST ROOMS

- 1: Bathroom linen standardization. **NC**
Rating: 7
- 2: Tea /coffee making facility in the room.
Rating: 9
- 3: Room history maintenance.
Rating: 9
- 4: Table / wardrobe drawers in guest rooms.
Rating: 9
- 5: Housekeeping - Machines.
Rating: 8
- 6: Housekeeping - Turndown service.
Rating: 8
- 7: Bathroom amenities for double occupancy rooms.
Rating: 9
- 8: Suite bathroom amenities .
Rating: 9
- 9: Magazines provided to guest rooms.
Rating: 9
- 10: Laundry - garment finishing standards.
Rating: 8
- 11: Carpets.
Rating: 8
- 12: Care and maintenance of runners. ☒ Not Applicable
- 13: Standardized in room items.
Rating: 8
- 14: Sleep quality comfort.
Rating: 8
- 15: Specification of cleaning chemicals.
Rating: 8
- 16: Standardized bed linen / mattress / foundation.
Rating: 8
- 17: Standardization of par levels for room linen and table linen.
Rating: 8

18: Measurable instruments for quality / standards measurements.

Rating: 8

19: Guest-laundry pickup.

Rating: 8

Section: Rest Rooms

Subsection: GENTS TOILET

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

☒ 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
☒ 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:** 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
☒ Yes
- 12: Urinal. ☒ Not Applicable
- 13: Mattress / Other things ☒ Not Applicable

Section: Rest Rooms**Subsection:** BANQUET 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
☒ 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. **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. ☒ Not Applicable

13: 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: CHANCERY GENTS**

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 ☒ Not Applicable

Section: Rest Rooms

Subsection: OTB 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

☒ Yes

12: Urinal. ☒ Not Applicable

13: Mattress / Other things ☒ Not Applicable

Section: Rest Rooms

Subsection: OTB 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

☒ 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: STAFF 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. ☒ Not Applicable

13: Mattress / Other things

☒ Yes

Section: Rest Rooms

Subsection: CHANCERY LADIES

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 ☒ Not Applicable

Section: Floors - Guest Rooms

Subsection: 301

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. **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
☒ Yes
- 17: MIRRORS.
☒ Yes
- 18: DUSTING.
☒ Yes
- 19: MAINTENANCE.
☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 303

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. **NC**

☐ No

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE **NC**

☐ No

10: DUSTING

☒ Yes

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS.

☒ Yes

14: FLOORS.

☒ Yes

15: BATHTUB \ WC. **NC**

☐ No

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: 361

1: Ceiling

☒ Yes

2: Walls/ Photo Frames **NC**

☒ No

3: Floor **NC**

☒ No

Observation Text :

scratches on the wooden floor

4: WINDOW PANE \ LEDGES **NC**

☒ No

5: BED LINEN.

☒ Yes

6: UPHOLSTRY \ CURTAINS

☒ Yes

7: TV \ TEL \ AC.

☒ Yes

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE **NC**

☒ No

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: 354

1: Ceiling

☒ Yes

2: Walls/ Photo Frames

☒ Yes

3: Floor

☒ Yes

4: WINDOW PANE \ LEDGES **NC**

☒ No

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.

☒ 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: 332

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 **NC**
☒ No
- 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: 234

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

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 231

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

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 243

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: 247

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:** 262

- 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: 210

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

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: 204

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. **NC**

☐ No

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: 104

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. **NC**
☒ No
- 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: 110

- 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
- 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: 126

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

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 142

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: 147

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

16: WASHBASIN \ COUNTER

☒ Yes

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 154

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

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: 258

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: 260

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: Floors

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 **NC**

Rating: 7

2: Reception. **NC**

Rating: 6

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

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

- 1: Linen room stacking
Rating: 8
- 2: Par stocks **NC**
Rating: 7
- 3: Annual indent
Rating: 8
- 4: Discards
Rating: 8
- 5: Quality of uniforms **NC**
Rating: 7
- 6: Quality of linen
Rating: 8
- 7: Uniform calendar
Rating: 8
- 8: Exchange timing
Rating: 8
- 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 ☒ Not Applicable

- 17: Finishing
Rating: 8
- 18: Packing
Rating: 8
- 19: Billing
Rating: 8
- 20: Delivery
Rating: 8
- 21: Condition of machines ☒ Not Applicable
- 22: Equipment, Preventive maintenance ☒ Not Applicable
- 23: Standardized chemicals ☒ Not Applicable
- 24: Sorting standards ☒ Not Applicable
- 25: Washing standards
Rating: 8
- 26: Finishing standards **NC**
Rating: 7
- 27: Stacking standards
Rating: 8
- 28: Awareness of snow white initiatives
Rating: 8
- 29: Comfortable temperature in laundry ☒ Not Applicable
- 30: Safe work practices ☒ Not Applicable
- 31: Use of safety equipment ☒ Not Applicable
- 32: Quality of processed articles ☒ Not Applicable

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

- 1: Schedule of treatment for rooms
Rating: 8
- 2: Schedule of treatment for kitchen
Rating: 8
- 3: Schedule of treatment for F&B outlets

Rating: 8

4: Standards of chemicals

Rating: 8

5: Staff uniform and grooming

Rating: 8

6: Effectiveness

Rating: 8

7: Quality of flowers & flower vase

Rating: 8

8: Costing

Rating: 8

9: Skill knowledge

Rating: 8

10: Maintenance of plants **NC**

Rating: 7

11: Quality of landscaping **NC**

Rating: 7

12: Overall impression **NC**

Rating: 7

13: Periphery of the hotel **NC**

Rating: 7

Section: Records

Subsection: Records & Reports

1: Guest supplies **NC**

Rating: 6

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 ☒ Not Applicable
- 9: L&F Disposals
Rating: 8
- 10: Room history
Rating: 8
- 11: Duty roaster & allocation register
Rating: 8
- 12: Attendance record
Rating: 8
- 13: Log book messages and follow up
Rating: 8
- 14: Occupancy report (Twice a day)
Rating: 8
- 15: Under repair status
Rating: 8
- 16: DND List
Rating: 8
- 17: Property upkeep Report
Rating: 8
- 18: Monthly meeting reports
Rating: 8