

Audit Report for Audit ID - AU0099-1

SNO	Public Area	OUT	TULIPS	MUSTANG BAR	VIJAYA	PALLAVI	BHARINI	LOBBY	BOARD ROOM 1	VAUHINI	BOARD ROOM 2	CONVENTION HALL	SESHMAHAL	RNG	OBTAINED SCORE
1	Paintings.	C	C	C	N/A	C	C	C	N/A	C	C	N/A	C	N/A	69
2	Panels.	C	C	C	N/A	NC	C	C	N/A	C	NC	N/A	C	N/A	54
3	Fabric.	C	C	C	N/A	C	C	C	N/A	C	C	N/A	NC	N/A	62
4	Floor.	C	C	NC	N/A	C	C	C	N/A	C	NC	N/A	C	N/A	54
5	Dusting.	NC	C	C	N/A	C	C	C	N/A	C	C	N/A	NC	N/A	54
6	Skirting.	C	C	C	N/A	C	C	C	N/A	C	C	N/A	NC	N/A	62
7	Furniture.	NC	NC	C	N/A	C	C	C	N/A	C	C	N/A	C	N/A	54
8	Upholstery.	C	NC	C	N/A	C	NC	C	N/A	C	C	N/A	C	N/A	54
9	Polishing.	C	C	C	N/A	C	C	C	N/A	C	C	N/A	NC	N/A	62
10	Accessories.	C	C	C	N/A	C	C	NC	N/A	C	C	N/A	C	N/A	62
11	Banquet/Tables.	NC	C	C	N/A	NC	NC	C	N/A	NC	NC	N/A	NC	N/A	23
12	Brass/Copper.	C	C	C	N/A	C	C	C	N/A	C	C	N/A	C	N/A	69
13	Window panes/Ledges.	C	C	C	N/A	C	C	NC	N/A	C	C	N/A	C	N/A	62
14	Doors	NC	C	C	N/A	C	C	C	N/A	C	C	N/A	C	N/A	62
15	Signage's	C	C	C	N/A	C	C	C	N/A	C	C	N/A	C	N/A	69
16	Carpet.	C	N/A	N/A	N/A	C	C	C	N/A	NC	N/A	N/A	NC	N/A	31
17	Ceiling.	C	NC	NC	N/A	C	C	C	N/A	C	NC	N/A	C	N/A	46
18	Lights / TV	C	C	C	N/A	C	C	C	N/A	C	C	N/A	C	N/A	69
19	AC grills/Exhaust.	C	NC	C	N/A	C	C	C	N/A	C	C	N/A	NC	N/A	54
20	Walls.	C	C	C	N/A	C	C	C	N/A	C	C	N/A	C	N/A	69

SNO	Floors - Guest Rooms	324	229	222	427	414	523	529	625	628	514	608	241	331	239	527	335	526	338	440	339	OBTAINED SCORE
1	Floor	C	C	C	NC	C	C	C	C	C	NC	NC	C	NC	C	NC	C	C	C	C	C	75
2	WINDOW PANE \ LEDGES	C	C	C	C	C	C	C	C	C	C	C	NC	C	C	C	NC	C	C	C	C	90
3	BED LINEN.	C	NC	C	NC	NC	C	NC	NC	C	C	C	C	C	C	C	NC	C	NC	C	NC	60
4	UPHOLSTRY \ CURTAINS	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
5	TV \ TEL \ AC.	C	C	C	C	NC	C	NC	C	C	C	NC	C	C	C	C	C	NC	C	C	C	80
6	SUPP \ STATIONERY.	C	C	C	NC	C	C	C	NC	C	NC	C	C	C	NC	NC	C	C	C	C	C	75
7	MAINTENANCE	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	NC	C	C	C	95
8	DUSTING	C	C	C	C	C	C	C	C	C	NC	C	C	C	C	C	C	C	C	C	C	95
9	TIDINESS.	C	C	NC	C	C	C	C	C	C	NC	C	C	C	C	C	C	C	C	C	C	90
10	FURNITURE.	C	NC	C	C	C	C	C	C	NC	C	C	C	C	C	C	C	C	C	C	C	90
11	GUEST BATHROOMS.	C	NC	C	NC	C	NC	C	NC	NC	NC	NC	C	NC	C	NC	C	C	C	C	C	55
12	FLOORS.	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
13	BATHTUB \ WC.	C	C	NC	C	NC	C	C	C	C	NC	C	NC	C	C	NC	C	NC	C	C	NC	65
14	WASHBASIN \ COUNTER	C	C	C	C	C	C	C	C	C	C	NC	C	C	NC	NC	C	C	C	NC	C	80
15	MIRRORS.	C	NC	C	C	C	NC	C	C	C	C	C	C	C	C	C	C	C	C	C	C	90
16	DUSTING.	C	C	C	NC	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	95
17	MAINTENANCE.	C	C	C	C	C	C	C	C	C	C	C	NC	NC	NC	C	NC	NC	NC	C	C	70
18	SUPP \ STATIONERY \ BATH LINEN	C	C	C	C	N/A	C	C	NC	C	NC	C	C	C	C	C	NC	C	C	NC	C	75
19	Ceiling	C	C	C	C	NC	C	C	C	C	C	C	C	C	NC	C	NC	C	C	NC	C	80
20	Walls/ Photo Frames	C	C	NC	C	C	C	C	C	NC	NC	C	C	C	C	C	C	NC	C	C	C	80

SNO	Gloss Level	Marble Floor	OBTAINED SCORE
1	Lobby	N/A	0
2	Reception.	NC	0

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

SNO	Procedures	GUEST ROOMS	OBTAINED SCORE
1	Bathroom linen standardization.	NC	0
2	Tea /coffee making facility in the room.	NC	0
3	Room history maintenance.	C	100
4	Table / wardrobe drawers in guest rooms.	C	100
5	Housekeeping - Machines.	NC	0
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.	NC	0
11	Carpets.	NC	0
12	Care and maintenance of runners.	C	100
13	Standardized in room items.	C	100
14	Sleep quality comfort.	C	100
15	Specification of cleaning chemicals.	C	100
16	Standardized bed linen / mattress / foundation.	NC	0
17	Standardization of par levels for room linen and table linen.	NC	0
18	Measurable instruments for quality / standards measurements.	C	100
19	Guest-laundry pickup.	C	100

SNO	Linen and Laundry	Linen, Laundry & Guest Laundry	OBTAINED SCORE
1	Linen room stacking	C	100
2	Par stocks	C	100
3	Annual indent	C	100
4	Discards	NC	0
5	Quality of uniforms	NC	0
6	Quality of linen	NC	0
7	Uniform calendar	C	100

8	Exchange timing	C	100
9	Uniform exchange system	C	100
10	Inventory of F&B Linen	C	100
11	Inventory of Room linen	C	100
12	Inventory of uniforms	C	100
13	Pick up collection standards	C	100
14	Sorting & Checking	C	100
15	Marking & Tagging	C	100
16	Processing	C	100
17	Finishing	C	100
18	Packing	C	100
19	Billing	C	100
20	Delivery	C	100
21	Condition of machines	C	100
22	Equipment, Preventive maintenance	C	100
23	Standardized chemicals	C	100
24	Sorting standards	C	100
25	Washing standards	C	100
26	Finishing standards	NC	0
27	Stacking standards	C	100
28	Awareness of snow white initiatives	C	100
29	Comfortable temperature in laundry	C	100
30	Safe work practices	NC	0
31	Use of safety equipment	C	100
32	Quality of processed articles	C	100

SNO	Records	Records & Reports	OBTAINED SCORE
1	Guest supplies	C	100
2	Cleaning supplies	C	100
3	Linen	C	100
4	Uniforms	C	100
5	Lost and found records	C	100
6	L&F issues to the claimant	C	100
7	L&F storage	NC	0
8	L&F Letters to guests	C	100
9	L&F Disposals	NC	0
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	C	100
18	Monthly meeting reports	NC	0

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	NC	0
6	Effectiveness	C	100
7	Quality of flowers & flower vase	C	100
8	Costing	NC	0
9	Skill knowledge	C	100
10	Maintenance of plants	NC	0
11	Quality of landscaping	C	100
12	Overall impression	C	100
13	Periphery of the hotel	N/A	0

SNO	Rest Rooms	LOBBY GENTS REST ROOM	LOBBY LADIES REST ROOM	BANQUET GENTS REST ROOM	BANQUET LADIES REST ROOM	EXECUTIVES GENTS LOCKER	EXECUTIVES LADIES LOCKER	STAFF GENTS LOCKER	POOL SIDE MENS REST ROOM	POOL SIDE LADIES REST ROOM	BAR LADIES	BAR GENTS	GENTS TOILET	LADIES LOCKER	OBTAINED SCORE
1	Exhaust	NC	NC	C	C	NC	NC	N/A	C	C	N/A	N/A	NC	NC	31
2	Urinal.	NC	NC	NC	C	C	C	N/A	NC	NC	N/A	N/A	C	C	38
3	Mattress / Other things	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0
4	Taps.	C	C	C	C	C	C	N/A	C	C	N/A	N/A	C	NC	69
5	Maintenance.	NC	C	NC	C	C	C	N/A	NC	NC	N/A	N/A	C	C	46
6	Smell.	C	C	C	C	C	C	N/A	C	C	N/A	N/A	C	C	77
7	Floor.	C	C	C	C	C	C	N/A	C	C	N/A	N/A	C	C	77
8	Tiles.	C	C	C	C	C	C	N/A	C	C	N/A	N/A	NC	C	69
9	W/C	C	C	NC	C	C	C	N/A	NC	C	N/A	N/A	C	C	62
10	Basin.	C	C	C	C	C	C	N/A	C	C	N/A	N/A	C	C	77
11	Mirror	C	C	NC	C	C	C	N/A	NC	C	N/A	N/A	C	C	62
12	Soap /Supplies	C	C	C	C	C	C	N/A	C	C	N/A	N/A	NC	C	69
13	Door /Walls / Ceiling	C	C	C	C	C	C	N/A	C	C	N/A	N/A	C	C	77