

Audit Report for Audit ID - AU0028-1

SNO	Public Area	OUT	TULIPS	LOBBY	OBTAINED SCORE
1	Polishing.	Compliant	Compliant	Compliant	100
2	Accessories.	Compliant	Compliant	Compliant	100
3	Banquet/Tables.	Compliant	Compliant	Compliant	100
4	Brass/Copper.	Compliant	Compliant	Compliant	100
5	Window panes/Ledges.	Compliant	Compliant	Compliant	100
6	Doors	Compliant	Compliant	Compliant	100
7	Signage's	Compliant	Compliant	Compliant	100
8	Carpet.	Compliant	Compliant	Compliant	100
9	Ceiling.	Compliant	Compliant	Compliant	100
10	Lights / TV	Compliant	Compliant	Compliant	100
11	AC grills/Exhaust.	Compliant	Compliant	Compliant	100
12	Walls.	Compliant	Compliant	Compliant	100
13	Paintings.	Compliant	Compliant	Compliant	100
14	Panels.	Compliant	Compliant	Compliant	100
15	Fabric.	Compliant	Compliant	Compliant	100
16	Floor.	Compliant	Compliant	Compliant	100
17	Dusting.	Compliant	Compliant	Compliant	100
18	Skirting.	Compliant	Compliant	Compliant	100
19	Furniture.	Compliant	Compliant	Compliant	100
20	Upholstery.	Compliant	Compliant	Compliant	100

[illegible]

SNO	Gloss Level	Marble Floor	OBTAINED SCORE		
1	Lobby	Compliant	100		
2	Reception.	Compliant	100		
3	Travel desk.	Compliant	100		
4	OUT Entrance.	Compliant	100		
5	Bell Desk	Compliant	100		
6	Lobby lounge	Compliant	100		
7	Lobby Entrance	Compliant	100		
8	Guest elevator opposite	Compliant	100		
9	Opposite to banquet office	Compliant	100		
10	Gardenia entrance	Compliant	Compliant	Compliant	100
11	Senate	Compliant	100		
12	Prefunction of Residency	Compliant	100		
13	Tulips	Compliant	100		
14	Lobby Gents rest room	Compliant	100		
15	Lobby Ladies rest room	Compliant	100		

16	Banquets Gents rest room	Compliant	100
17	Banquets Ladies rest room	Compliant	100

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

SNO	Linen and Laundry	Linen, Laundry & Guest Laundry	OBTAINED SCORE
1	Linen room stacking	Compliant	100
2	Par stocks	Compliant	100
3	Annual indent	Compliant	100
4	Discards	Compliant	100
5	Quality of uniforms	Compliant	100
6	Quality of linen	Compliant	100
7	Uniform calendar	Compliant	100
8	Exchange timing	Compliant	100
9	Uniform exchange system	Compliant	100
10	Inventory of F&B Linen	Compliant	100
11	Inventory of Room linen	Compliant	100
12	Inventory of uniforms	Compliant	100
13	Pick up collection standards	Compliant	100
14	Sorting & Checking	Compliant	100
15	Marking & Tagging	Compliant	100
16	Processing	Compliant	100
17	Finishing	Compliant	100
18	Packing	Compliant	100
19	Billing	Compliant	100

20	Delivery	Compliant	100
21	Condition of machines	Compliant	100
22	Equipment, Preventive maintenance	Compliant	100
23	Standardized chemicals	Compliant	100
24	Sorting standards	Compliant	100
25	Washing standards	Compliant	100
26	Finishing standards	Compliant	100
27	Stacking standards	Compliant	100
28	Awareness of snow white initiatives	Compliant	100
29	Comfortable temperature in laundry	Compliant	100
30	Safe work practices	Compliant	100
31	Use of safety equipment	Compliant	100
32	Quality of processed articles	Compliant	100

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

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

12	Overall impression	Compliant	100
13	Periphery of the hotel	Compliant	100

SNO	Rest Rooms	GENTS TOILET	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	OBTAINED SCORE
1	Taps.	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	100
2	Maintenance.	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	100
3	Smell.	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	100
4	Floor.	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	100
5	Tiles.	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	100
6	W/C	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	100
7	Basin.	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	100
8	Mirror	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	100
9	Soap /Supplies	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	100
10	Door /Walls / Ceiling	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	100
11	Exhaust	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	100
12	Urinal.	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	100
13	Mattress / Other yhings	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	100