

Audit Report for Audit ID - AU0081-1

SNO	Public Area	MUSTANG BAR	CONSULATE	OUT OF THE BOX	SENATE	LOBBY	OUT	CHANCERY	RESIDENCY	TULIPS	OBTAINED SCORE
1	Furniture.	C	C	C	C	NC	C	C	C	C	89
2	Upholstery.	NC	NC	C	C	NC	C	C	C	C	67
3	Polishing.	C	C	C	C	C	C	C	C	C	100
4	Accessories.	C	C	C	NC	NC	NC	C	NC	C	56
5	Banquet/Tables.	C	C	C	C	C	C	C	C	C	100
6	Brass/Copper.	C	C	C	C	NC	C	C	C	C	89
7	Window panes/Ledges.	C	C	C	C	NC	C	C	C	C	89
8	Doors	C	NC	C	C	C	C	NC	C	NC	67
9	Signage's	C	C	C	C	C	C	C	C	NC	89
10	Carpet.	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0
11	Ceiling.	C	C	C	C	NC	C	NC	C	N/A	67
12	Lights / TV	C	C	C	C	C	C	C	C	C	100
13	AC grills/Exhaust.	NC	C	C	C	NC	C	C	C	C	78
14	Walls.	NC	C	C	C	NC	C	NC	C	NC	56
15	Paintings.	C	C	C	C	C	C	C	C	C	100
16	Panels.	C	C	C	C	C	C	C	NC	NC	78
17	Fabric.	C	NC	C	C	C	NC	C	NC	C	67
18	Floor.	C	NC	NC	NC	NC	NC	NC	C	NC	22
19	Dusting.	N/A	N/A	C	N/A	C	C	C	NC	C	56
20	Skirting.	C	C	NC	C	C	C	C	C	C	89

SNO	Floors - Guest Rooms	258	260	232	251	138	335	140	337	143	338	147	347	262	339	261	313	141	311	326	256	OBTAINED SCORE
1	WINDOW PANE \ LEDGES	C	C	C	C	C	NC	C	NC	C	NC	C	NC	C	NC	C	NC	C	C	NC	C	65
2	BED LINEN.	NC	C	C	C	C	NC	C	NC	C	NC	C	NC	C	NC	C	C	NC	C	NC	C	60
3	UPHOLSTRY \ CURTAINS	C	NC	C	NC	NC	NC	C	NC	C	NC	C	NC	NC	NC	C	NC	NC	NC	NC	NC	30
4	TV \ TEL \ AC.	NC	NC	NC	NC	C	C	C	NC	NC	NC	C	NC	NC	NC	C	NC	C	NC	NC	NC	30
5	SUPP \ STATIONERY.	C	NC	C	NC	C	C	C	C	C	C	C	NC	C	NC	NC	C	C	NC	NC	C	65
6	MAINTENANCE	NC	NC	C	C	NC	NC	C	C	C	NC	C	NC	C	C	C	NC	NC	C	NC	NC	50
7	DUSTING	NC	C	C	C	NC	NC	NC	NC	C	NC	C	NC	NC	NC	NC	NC	NC	NC	C	NC	30
8	TIDINESS.	NC	C	NC	C	NC	C	C	C	C	NC	C	C	C	C	C	C	C	C	C	NC	75
9	FURNITURE.	NC	C	C	C	C	C	C	NC	C	NC	NC	C	C	C	C	NC	C	C	C	NC	70
10	GUEST BATHROOMS.	C	C	C	C	NC	NC	C	NC	C	NC	C	NC	C	NC	NC	NC	C	NC	C	C	55
11	FLOORS.	C	C	C	C	C	NC	C	NC	C	NC	C	NC	C	C	C	C	C	NC	C	C	75
12	BATHTUB \ WC.	C	NC	NC	C	NC	NC	C	NC	C	C	C	NC	C	NC	C	NC	NC	NC	NC	NC	40
13	WASHBASIN \ COUNTER	C	NC	C	C	NC	NC	C	C	C	C	C	NC	C	C	C	NC	NC	C	NC	C	65
14	MIRRORS.	NC	C	C	C	C	C	C	NC	C	C	C	C	C	C	C	C	C	C	C	C	90
15	DUSTING.	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
16	MAINTENANCE.	C	NC	C	C	C	N/A	C	NC	C	N/A	NC	C	NC	NC	C	C	C	C	C	C	65
17	SUPP \ STATIONERY \ BATH LINEN	NC	C	C	C	C	NC	NC	NC	C	C	C	NC	NC	C	C	C	NC	NC	NC	NC	50
18	Ceiling	C	C	C	C	C	C	C	C	C	C	C	NC	C	C	NC	C	C	C	C	C	90
19	Walls/ Photo Frames	C	C	C	C	C	NC	C	NC	C	NC	C	NC	C	NC	C	NC	NC	C	NC	C	60
20	Floor	NC	C	C	C	C	NC	C	C	C	NC	C	NC	C	NC	C	NC	NC	NC	C	C	60

SNO	Gloss Level	Marble Floor	OBTAINED SCORE	
1	Lobby	NC	0	
2	Reception.	NC	0	
3	Travel desk.	NC	0	
4	OUT Entrance.	C	100	
5	Bell Desk	NC	0	
6	Lobby lounge	NC	0	
7	Lobby Entrance	NC	0	
8	Guest elevator opposite	C	100	
9	Opposite to banquet office	NC	0	
10	Gardenia entrance	NC	NC	NC 0
11	Senate	NC	0	
12	Prefunction of Residency	NC	0	
13	Tulips	NC	0	
14	Lobby Gents rest room	NC	0	
15	Lobby Ladies rest room	C	100	
16	Banquets Gents rest room	NC	0	
17	Banquets Ladies rest room	NC	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.	C	100
11	Carpets.	NC	0
12	Care and maintenance of runners.	C	100
13	Standardized in room items.	NC	0
14	Sleep quality comfort.	C	100
15	Specification of cleaning chemicals.	NC	0
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.	NC	0
19	Guest-laundry pickup.	C	100

SNO	Linen and Laundry	Linen, Laundry & Guest Laundry	OBTAINED SCORE
1	Inventory of Room linen	C	100
2	Inventory of uniforms	NC	0
3	Pick up collection standards	C	100

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

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	C	100
9	L&F Disposals	C	100
10	Room history	C	100
11	Duty roster & allocation register	NC	0
12	Attendance record	C	100
13	Log book messages and follow up	NC	0
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	NC	0

SNO	Contractual Service	Contractual Service	OBTAINED SCORE
1	Schedule of treatment for rooms	NC	0
2	Schedule of treatment for kitchen	NC	0
3	Schedule of treatment for F&B outlets	NC	0
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	C	100
10	Maintenance of plants	NC	0
11	Quality of landscaping	NC	0
12	Overall impression	C	100
13	Periphery of the hotel	C	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.	NC	C	C	C	NC	NC	NC	NC	C	C	50
2	Maintenance.	NC	NC	NC	NC	NC	C	NC	C	C	C	40
3	Smell.	NC	C	NC	C	C	NC	C	C	NC	NC	50
4	Floor.	NC	NC	C	C	C	C	C	NC	C	C	70
5	Tiles.	NC	NC	NC	C	C	C	NC	C	C	C	60
6	W/C	C	C	C	NC	NC	NC	C	NC	C	C	60
7	Basin.	NC	C	C	C	C	C	C	NC	C	C	80
8	Mirror	NC	NC	C	C	C	C	C	NC	C	C	70
9	Soap /Supplies	NC	C	C	C	C	C	NC	C	NC	C	70
10	Door /Walls / Ceiling	C	C	C	C	C	C	NC	C	C	NC	80
11	Exhaust	C	NC	C	C	C	C	C	NC	NC	C	70
12	Urinal.	C	N/A	C	N/A	C	N/A	C	N/A	N/A	NC	40
13	Mattress / Other things	N/A	0									
14	Mattress / Other yhings	N/A	N/A	N/A	N/A	N/A	N/A	NC	NC	N/A	0	