

Audit Report for Audit ID - AU0095-1

SNO	Public Area	LOBBY	ORION	VEGA	NOVA	CONSETLLATION PRE FUNTION	SKY BAR	PI-ALL DAY DINING	OHM	CONESTELLATION	OMNI	OBTAINED SCORE
1	AC grills/Exhaust.	C	C	C	C	C	C	C	C	C	C	100
2	Walls.	C	NC	C	C	NC	C	C	C	C	C	80
3	Paintings.	C	C	C	C	C	C	C	C	C	C	100
4	Panels.	C	C	C	C	NC	C	C	NC	C	C	80
5	Fabric.	C	C	C	C	C	NC	NC	C	C	C	80
6	Floor.	C	C	NC	C	C	C	NC	C	NC	C	70
7	Dusting.	C	C	NC	C	C	C	C	C	C	C	90
8	Skirting.	C	C	C	C	C	C	C	C	C	C	100
9	Furniture.	C	NC	C	C	C	C	NC	NC	C	C	70
10	Upholstery.	C	C	C	C	C	C	C	C	C	C	100
11	Polishing.	C	C	C	C	C	C	C	C	C	C	100
12	Accessories.	NC	NC	C	C	C	C	C	C	C	C	80
13	Banquet/Tables.	C	C	C	C	C	C	C	C	C	C	100
14	Brass/Copper.	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0
15	Window panes/Ledges.	C	C	C	C	C	NC	C	C	C	C	90
16	Doors	NC	C	C	NC	C	C	C	C	NC	C	70
17	Signage's	C	C	C	C	C	C	C	C	C	C	100
18	Carpet.	C	C	C	NC	C	C	C	C	C	NC	80
19	Ceiling.	C	C	C	C	C	C	C	C	C	C	100
20	Lights / TV	C	C	C	C	C	C	C	C	C	C	100

SNO	Floors - Guest Rooms	1007	714	1107	919	1011	924	910	925	504	1016	502	1017	407	423	425	318	317	609	1018	614	OBTAINED SCORE
1	SUPP \ STATIONERY.	NC	NC	NC	C	NC	NC	C	C	NC	NC	NC	NC	NC	NC	NC	NC	C	NC	C	C	30
2	MAINTENANCE	NC	C	NC	C	NC	C	C	NC	C	NC	NC	NC	C	C	C	C	C	NC	NC	C	55
3	DUSTING	C	C	C	C	C	C	C	C	NC	NC	NC	C	C	C	C	C	C	C	C	C	85
4	TIDINESS.	C	C	C	C	C	C	C	C	C	C	C	C	NC	NC	C	C	C	NC	C	C	85
5	FURNITURE.	C	NC	C	C	NC	C	NC	C	C	NC	C	C	C	C	C	C	C	C	C	C	80
6	GUEST BATHROOMS.	NC	C	C	C	C	C	C	C	C	C	C	C	C	C	NC	C	C	NC	C	C	85
7	FLOORS.	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
8	BATHTUB \ WC.	C	C	NC	C	C	C	NC	C	C	C	C	C	NC	NC	NC	C	NC	C	NC	C	65
9	WASHBASIN \ COUNTER	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
10	MIRRORS.	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
11	DUSTING.	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
12	MAINTENANCE.	NC	NC	C	C	NC	C	C	NC	NC	C	NC	C	NC	C	C	C	C	C	C	C	65
13	SUPP \ STATIONERY \ BATH LINEN	C	C	NC	C	NC	C	NC	C	C	C	NC	C	C	NC	C	C	C	C	C	NC	70
14	Ceiling	NC	NC	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	90
15	Walls/ Photo Frames	C	C	C	C	C	NC	C	NC	C	C	NC	C	C	C	C	C	C	C	NC	NC	75
16	Floor	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
17	WINDOW PANE \ LEDGES	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
18	BED LINEN.	C	C	C	C	NC	C	NC	C	NC	C	NC	C	C	C	NC	C	NC	C	C	NC	65
19	UPHOLSTRY \ CURTAINS	C	NC	C	C	NC	C	C	C	C	NC	C	C	NC	C	C	NC	C	NC	NC	NC	60
20	TV \ TEL \ AC.	C	NC	NC	C	C	C	C	C	NC	NC	C	C	C	NC	NC	C	C	C	C	C	70

SNO	Gloss Level	Marble Floor	OBTAINED SCORE
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1	Lobby	N/A	0	N/A	0
2	Reception.	N/A	0		
3	Travel desk.	N/A	0		
4	OUT Entrance.	N/A	0		
5	Bell Desk	N/A	0		
6	Lobby lounge	N/A	0		
7	Lobby Entrance	N/A	0		
8	Guest elevator opposite	N/A	0		
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	N/A	0		
15	Lobby Ladies rest room	N/A	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.	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.	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.	C	100
17	Standardization of par levels for room linen and table linen.	C	100
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	C	100
27	Stacking standards	NC	0
28	Awareness of snow white initiatives	C	100
29	Comfortable temperature in laundry	C	100
30	Safe work practices	C	100
31	Use of safety equipment	NC	0
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	NC	0
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 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	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	NC	0
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	C	100
12	Overall impression	NC	0
13	Periphery of the hotel	NC	0

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	EXECUTIVES LADIES LOCKER	STAFF GENTS LOCKER	POOL SIDE MENS REST ROOM	POOL SIDE LADIES REST ROOM	FRACTILE BAR MENS	FRACTILE BAR LADIES	OBTAINED SCORE
1	Taps.	N/A	C	C	C	C	C	C	C	C	C	C	N/A	N/A	77
2	Maintenance.	N/A	NC	C	C	C	C	NC	C	C	C	C	N/A	N/A	62
3	Smell.	N/A	NC	C	NC	C	NC	C	NC	NC	C	C	N/A	N/A	38
4	Floor.	N/A	C	C	C	C	C	C	NC	NC	C	NC	N/A	N/A	54
5	Tiles.	N/A	NC	C	C	C	C	C	C	NC	C	C	N/A	N/A	62
6	W/C	N/A	C	C	NC	C	C	C	C	C	C	C	N/A	N/A	69
7	Basin.	N/A	C	C	C	NC	NC	C	C	C	C	C	N/A	N/A	62
8	Mirror	N/A	C	C	C	NC	C	C	C	NC	NC	C	N/A	N/A	54
9	Soap /Supplies	N/A	C	C	C	C	C	C	C	C	NC	C	N/A	N/A	69
10	Door /Walls / Ceiling	N/A	C	C	C	C	C	C	C	C	C	C	N/A	N/A	77
11	Exhaust	N/A	C	C	C	C	C	C	C	C	C	C	N/A	N/A	77
12	Urinal.	N/A	C	C	C	C	C	C	C	NC	C	C	N/A	N/A	69
13	Mattress / Other things	N/A	C	C	C	C	C	C	C	C	C	C	N/A	N/A	77