

Audit Report for Audit ID - AU00143-2

SPA Report



Audit Score

83/100

Details

Audit	AU00143
Scheduled Audit	AU00143-2
Location	Hyderabad
Hotel	Marigold Hotel
Department	SPA
Checklist	SPA Report
Audit Type	Internal
Auditor	Duty Manager MG
Start Date	05-06-2018
End Date	05-06-2018
Submitted Date	05-06-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	2
Chronic Issues	2

Comparison

MARIGOLD HOTEL SPA REPORT					
SPA REPORT		Jun 2018	Jun 2018	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED	SCORE OBTAINED		
1	SPA	75	83	8	10.67%
Audit Score		 75	 83	8	10.67%

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

Non-Compliance

Section: SPA

Subsection: SPA

1: The entrance way and the reception are clean and clear of clutter & noise? **NC**

☒ No

Attachments :

QUE14_IMG_20180605_123313.jpg

2: All hard surfaces are free of marks and scratches. **NC**

☒ No

Attachments :

QUE19_IMG_20180605_123415.jpg

Chronic

Section: SPA

Subsection: SPA

- 1: The entrance way and the reception are clean and clear of clutter & noise? **NC**

☒ No

Attachments :

QUE14_IMG_20180605_123313.jpg

- 2: All hard surfaces are free of marks and scratches. **NC**

☒ No

Attachments :

QUE19_IMG_20180605_123415.jpg

Audit Questionnaire

Section: SPA

Subsection: SPA

1: Lights, Air-conditioning and audio equipment are in working order

☒ Yes

2: The entrance way and the reception are clean and clear of clutter & noise? **NC**

☐ No

Attachments :

QUE14_IMG_20180605_123313.jpg

3: A dedicated associate is behind the reception desk at all times with a Menu

☒ Yes

4: Associates are well groomed, pleasant and have the required SPA Knowledge.

☒ Yes

5: Appropriate, soothing music is playing and the Aroma is soothing

☒ Yes

6: Showers, Lockers and rest rooms are clean, dry and damage free

☒ Yes

7: All hard surfaces are free of marks and scratches. **NC**

☐ No

Attachments :

QUE19_IMG_20180605_123415.jpg

8: All the basins used for hair washing, Manicure pedicure are clean and damage free

☒ Yes

9: Treatment beds are fully made

☒ Yes

10: The quality of the linen, Towels and Bath robes is as per standards

☒ Yes

11: Basic etiquette of greeting and seating a guest are followed by associates

☒ Yes

12: Spa associates are seated in their designated area and not lazing around

☒ Yes