

# Audit Report for Audit ID - AU00134-8

## SPA Report





Audit Score

75/100

### Details

Audit	AU00134
Scheduled Audit	AU00134-8
Location	Hyderabad
Hotel	Marigold Hotel
Department	SPA
Checklist	SPA Report
Audit Type	Internal
Auditor	Duty Manager MG
Start Date	23-05-2018
End Date	23-05-2018
Submitted Date	23-05-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	3
Chronic Issues	3

## Comparison

MARIGOLD HOTEL SPA REPORT					
SPA REPORT		May 2018	May 2018	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED	SCORE OBTAINED		
1	SPA	 67	 75	8	11.94%
Audit Score		 67	 75	8	11.94%

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

# 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 :

QUE254\_IMG\_20180523\_122039.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 **NC**

☐ No

Attachments :

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

☐ No

Attachments :

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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