

Audit Report for Audit ID - AU0074-4

Housekeeping Audit

Audit Score

81/100

Details

Audit	AU0074
Scheduled Audit	AU0074-4
Location	Visakhapatnam
Hotel	GreenPark Hotel- GPV
Department	House Keeping
Checklist	Housekeeping Audit
Audit Type	Internal
Auditor	Uday Bhasker Reddy
Start Date	01-06-2019
End Date	30-06-2019
Submitted Date	30-06-2019
Status	Completed
Assigned By	Administrator Account
Non-Compliance	113
Chronic Issues	20

Comparison

GREENPARK HOTEL- GPV HOUSEKEEPING AUDIT

HOUSEKEEPING AUDIT		Feb 2019	Jun 2019	VARIANCE	% of Increase / Decrease (-/+)
S.No	Sections	SCORE OBTAINED	SCORE OBTAINED		
1	Public Area	90	77	-13	-14.44%
2	Procedures	97	87	-10	-10.31%
3	Gloss Level	84	74	-10	-11.9%
4	Linen and Laundry	98	83	-15	-15.31%
5	Contractual Service	94	84	-10	-10.64%
6	Records	100	83	-17	-17%
7	Rest Rooms	81	75	-6	-7.41%
8	Floors - Guest Rooms	88	88	0	0%
Audit Score		● 92	● 81	-11	-11.96%

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

Non-Compliance

Section: Public Area

Subsection: LOBBY

1: Doors **NC**

☒ No

Observation Text :

Dust on the corners

2: Carpet. **NC**

☒ No

Observation Text :

Entrance mat at porch has threads and particles

3: Lights / TV **NC**

☒ No

Observation Text :

TV in the lobby had dust

4: Walls. **NC**

☒ No

Observation Text :

wall at cashier area to be painted

5: Panels. **NC**

☒ No

Observation Text :

Dust settled on the main door wooden wall panel

6: Fabric. **NC**

☒ No

Attachments :

QUE10_IMG_20190628_100440.jpg

Observation Text :

lobby lounge chairs upholstery dirty

7: Upholstery. **NC**

☒ No

Attachments :

QUE15_IMG_20190628_100816.jpg

Observation Text :

stains on the sofa fabric

8: Window panes/Ledges. **NC**

☒ No

Observation Text :
Dust noticed

Section: Public Area

Subsection: TULIPS

1: Upholstery. **NC**

☒ No

Attachments :

QUE95_IMG_20190628_110347.jpg

Observation Text :
sofas upholstery spotting to be done

Section: Public Area

Subsection: MUSTANG BAR

1: Doors **NC**

☒ No

2: Lights / TV **NC**

☒ No

Observation Text :
Dust on the TV

3: Fabric. **NC**

☒ No

Observation Text :
sofa upholstery to be vacuumed

4: Floor. **NC**

☒ No

Observation Text :
Dirt on the floor

5: Banquet/Tables. **NC**

☒ No

Attachments :

QUE118_IMG_20190628_123711.jpg

QUE118_IMG_20190628_123720.jpg

Observation Text :
Table edges chipped

Section: Public Area

Subsection: MEKONG

1: AC grills/Exhaust. **NC**

☒ No

2: Skirting. **NC**

☒ No

Attachments :

QUE173_IMG_20190628_124518.jpg

Section: Public Area

Subsection: CONVENTION HALL

1: Doors **NC**

☒ No

Observation Text :

Dust and gum marks to be cleaned

2: Lights / TV **NC**

☒ No

Observation Text :

Dust on light fittings

3: Panels. **NC**

☒ No

Observation Text :

side panels(curtains) have stains

4: Floor. **NC**

☒ No

Observation Text :

sticky and dust settled in corners

5: Dusting. **NC**

☒ No

Observation Text :

Needs to be done

6: Window panes/Ledges. **NC**

☒ No

Observation Text :

Dust settled

Section: Public Area

Subsection: RNG

1: AC grills/Exhaust. **NC**

☒ No

Observation Text :

Dust on the AC grills at the entrance

2: Walls. **NC**

☒ No

Observation Text :
Smudges on the wall beside the desert counter.

3: Floor. **NC**

☒ No

Observation Text :
Dirt patches in the corners

Section: Procedures

Subsection: GUEST ROOMS

1: Room history maintenance. **NC**

Rating: 7

Observation Text :
Not being followed consistently

Section: Floors - Guest Rooms

Subsection: 501

Section: Floors - Guest Rooms

Subsection: 502

1: BED LINEN. **NC**

☒ No

Attachments :
QUE523_IMG_20190627_134544.jpg

Observation Text :
Bed linen touching the floor

2: UPHOLSTRY \ CURTAINS **NC**

☒ No

Attachments :
QUE524_IMG_20190627_134623.jpg
QUE524_IMG_20190627_134644.jpg

Observation Text :
sheer curtains torn

3: DUSTING. **NC**

☒ No

Attachments :
QUE536_IMG_20190627_134943.jpg

Observation Text :
dust on shower panel

Section: Floors - Guest Rooms

Subsection: 504

1: BED LINEN. **NC**☒ No

Attachments :

QUE543_IMG_20190627_135333.jpg

Observation Text :

Bed making not proper due to shortage of bed sheet length

2: BATHTUB \ WC. **NC**☒ No

Attachments :

QUE553_IMG_20190627_135550.jpg

Observation Text :

dust on soap dispenser

Section: Floors - Guest Rooms**Subsection:** 5081: FLOORS. **NC**☒ No

Attachments :

QUE572_IMG_20190627_140552.jpg

Observation Text :

Gum marks on the floor

2: MAINTENANCE. **NC**☒ No

Attachments :

QUE577_IMG_20190627_140653.jpg

Observation Text :

Door edge chipped

Section: Floors - Guest Rooms**Subsection:** 5151: WASHBASIN \ COUNTER **NC**☒ No

Attachments :

QUE594_IMG_20190627_141629.jpg

QUE594_IMG_20190627_141740.jpg

Observation Text :

Behind the wash basin soap scum to be cleaned

2: MAINTENANCE. **NC**☒ No

Attachments :

QUE597_IMG_20190627_141854.jpg

Observation Text :

mirror edges desilvered strip hanging on shower panel

Section: Floors - Guest Rooms

Subsection: 406

1: UPHOLSTRY \ CURTAINS **NC**

☒ No

Observation Text :

sheer curtains torn

2: MAINTENANCE **NC**

☒ No

3: FLOORS. **NC**

☒ No

Attachments :

QUE612_IMG_20190627_142838.jpg

Observation Text :

Fungus in the corners

4: BATHTUB \ WC. **NC**

☒ No

Observation Text :

Hinges discolored

5: WASHBASIN \ COUNTER **NC**

☒ No

Attachments :

QUE614_IMG_20190627_143004.jpg

Observation Text :

Brown scales

6: MAINTENANCE. **NC**

☒ No

Section: Floors - Guest Rooms

Subsection: 432

1: UPHOLSTRY \ CURTAINS **NC**

☒ No

Observation Text :

curtains hooks missing

2: MAINTENANCE **NC**

☒ No

Attachments :

QUE627_IMG_20190627_152517.jpg

Observation Text :

loose wires hanging at cove behind head board

3: MAINTENANCE. **NC**

☒ No

Attachments :

QUE637_IMG_20190627_152759.jpg

Observation Text :

Hair dryer cable Tangled

Section: Floors - Guest Rooms

Subsection: 437

1: UPHOLSTRY \ CURTAINS **NC**

☒ No

Attachments :

QUE644_IMG_20190627_153344.jpg

Observation Text :

Heavy curtains length to be checked

Section: Floors - Guest Rooms

Subsection: 424

1: Walls/ Photo Frames **NC**

☒ No

Attachments :

QUE660_IMG_20190627_153944.jpg

Observation Text :

stains on the wall

2: Floor **NC**

☒ No

Observation Text :

Dust behind the mini bar cabinet

3: BED LINEN. **NC**

☒ No

Attachments :

QUE663_IMG_20190627_154136.jpg

Observation Text :

Bed making not proper

Section: Floors - Guest Rooms

Subsection: 403

1: MAINTENANCE **NC**

☒ No

Attachments :

QUE687_IMG_20190627_154911.jpg

2: DUSTING **NC**☒ No

Attachments :

QUE688_IMG_20190627_155023.jpg

Observation Text :

Dust behind the minibar counter

3: FLOORS. **NC**☒ No

Attachments :

QUE692_IMG_20190627_155221.jpg

Observation Text :

scaling on the drain cover

4: BATHTUB \ WC. **NC**☒ No

Attachments :

QUE693_IMG_20190627_155324.jpg

Section: Floors - Guest Rooms**Subsection:** 4341: Ceiling **NC**☒ No

Observation Text :

Insect hanging

2: BED LINEN. **NC**☒ No

Attachments :

QUE703_IMG_20190627_155909.jpg

Observation Text :

Bed making not proper

3: FLOORS. **NC**☒ No

Attachments :

QUE712_IMG_20190627_160512.jpg

Observation Text :

scales on the floor

4: BATHTUB \ WC. **NC**☒ No

Attachments :

QUE713_IMG_20190627_160552.jpg

Observation Text :

scales on the shower head

Section: Floors - Guest Rooms

Subsection: 341

1: Floor **NC**



Observation Text :

Dust beside luggage rack

2: DUSTING **NC**



Attachments :

QUE728_IMG_20190627_161950.jpg

Observation Text :

beside the luggage rack

Section: Floors - Guest Rooms

Subsection: 339

1: BATHTUB \ WC. **NC**



Attachments :

QUE753_IMG_20190627_162627.jpg

QUE753_IMG_20190627_162751.jpg

Observation Text :

water scales in wc drain cover dirty

Section: Floors - Guest Rooms

Subsection: 236

1: FLOORS. **NC**



Attachments :

QUE772_IMG_20190628_121808.jpg

Observation Text :

white cement on the floor

2: BATHTUB \ WC. **NC**



Attachments :

QUE773_IMG_20190628_121902.jpg

Observation Text :

shower panel glass has water scales

Section: Floors - Guest Rooms

Subsection: 201

1: Floor **NC**

☒ No

Observation Text :
under furniture to be cleaned

2: MAINTENANCE **NC**

☒ No

Observation Text :
Entrance Wall to be painted

3: BATHTUB \ WC. **NC**

☒ No

Attachments :
QUE793_IMG_20190628_122643.jpg

Observation Text :
Dirt on wc seat cover

Section: Floors - Guest Rooms

Subsection: 415

1: FLOORS. **NC**

☒ No

Attachments :
QUE812_IMG_20190628_125431.jpg

Observation Text :
Dirt in the floor corners

2: MAINTENANCE. **NC**

☒ No

Observation Text :
white cement behind the wash basin

Section: Floors - Guest Rooms

Subsection: 422

1: Floor **NC**

☒ No

Observation Text :
Particles on the floor

2: BED LINEN. **NC**

☒ No

Attachments :
QUE823_IMG_20190628_130039.jpg

Observation Text :
Bed making not proper

3: MAINTENANCE **NC**

☒ No

Attachments :

QUE827_IMG_20190628_130215.jpg

Observation Text :

paint around the hanging light frame

Section: Floors - Guest Rooms

Subsection: 414

1: Walls/ Photo Frames **NC**

☒ No

Attachments :

QUE840_IMG_20190628_131049.jpg

Observation Text :

picture frames tilted

2: UPHOLSTRY \ CURTAINS **NC**

☒ No

Attachments :

QUE844_IMG_20190628_131208.jpg

Observation Text :

stain on lounge chair upholstery

3: SUPP \ STATIONERY \ BATH LINEN **NC**

☒ No

Observation Text :

Acrylic tray chipped

Section: Floors - Guest Rooms

Subsection: 407

1: BATHTUB \ WC. **NC**

☒ No

Observation Text :

wc outer area has yellow scales

2: WASHBASIN \ COUNTER **NC**

☒ No

Attachments :

QUE874_IMG_20190628_155510.jpg

Observation Text :

Soap scum behind the wash basin

Section: Floors - Guest Rooms

Subsection: 417

1: UPHOLSTRY \ CURTAINS **NC**

☒ No

Attachments :

QUE884_IMG_20190628_160055.jpg

2: DUSTING. **NC**

☒ No

Attachments :

QUE896_IMG_20190628_155922.jpg

Observation Text :

dust on shower head

Section: Gloss Level

Subsection: Marble Floor

1: Lobby **NC**

Rating: 7

Observation Text :

Gloss level at heavy foot fall areas to be improved.

2: Reception. **NC**

Rating: 7

3: Bell Desk **NC**

Rating: 7

4: Lobby Entrance **NC**

Rating: 7

Section: Linen and Laundry

Subsection: Linen, Laundry & Guest Laundry

1: Use of safety equipment **NC**

Rating: 7

Observation Text :

Being followed

Section: Records

Subsection: Records & Reports

1: Uniforms **NC**

Rating: 5

2: Lost and found records **NC**

Rating: 7

3: Room history **NC**

Rating: 3

Observation Text :

Not being followed

4: Duty roaster & allocation register **NC**

Rating: 6

Observation Text :

signed with out checking

5: Log book messages and follow up **NC**

Rating: 7

Observation Text :

No public area log messages,and inconsistent.

Section: Rest Rooms**Subsection: LADIES LOCKER**1: Taps. **NC**☒ No

Attachments :

QUE342_IMG_20190629_113850.jpg

Observation Text :

scaling

2: Maintenance. **NC**☒ No

Attachments :

QUE343_IMG_20190629_114113.jpg

QUE343_IMG_20190629_114130.jpg

Observation Text :

Doors sharp edges protruding

3: Floor. **NC**☒ No

Attachments :

QUE345_IMG_20190629_113933.jpg

Observation Text :

scales

4: Tiles. **NC**☒ No

Attachments :

QUE346_IMG_20190629_114020.jpg

Observation Text :

Beside Wc tiles to be cleaned

5: Door /Walls / Ceiling **NC**☒ No

Attachments :

QUE351_IMG_20190629_114222.jpg

QUE351_IMG_20190629_114239.jpg

Observation Text :

Dust on the doors

Section: Rest Rooms

Subsection: LOBBY GENTS REST ROOM

1: W/C **NC**

☒ No

Attachments :

QUE360_IMG_20190628_101516.jpg

QUE360_IMG_20190628_101530.jpg

Observation Text :

water scales

Section: Rest Rooms

Subsection: LOBBY LADIES REST ROOM

1: Maintenance. **NC**

☒ No

Attachments :

QUE369_IMG_20190628_102135.jpg

QUE369_IMG_20190628_102144.jpg

Observation Text :

sensor to be fixed properly

2: Tiles. **NC**

☒ No

Observation Text :

Beside wash basin counter to be scrubbed

3: W/C **NC**

☒ No

Attachments :

QUE373_IMG_20190628_102302.jpg

QUE373_IMG_20190628_102308.jpg

Observation Text :

water scales

Section: Rest Rooms

Subsection: BANQUET GENTS REST ROOM

1: Maintenance. **NC**

☒ No

Observation Text :

wash basin tap is loose

2: Floor. **NC**

☒ No

Attachments :

QUE384_IMG_20190628_104550.jpg

Observation Text :

Dirt on tiles beside urinal

3: W/C **NC**

☒ No

Attachments :

QUE386_IMG_20190628_104732.jpg

Observation Text :

scaling and seat cover dirty

4: Basin. **NC**

☒ No

Attachments :

QUE387_IMG_20190628_104833.jpg

Observation Text :

soap scum on the rim

Section: Rest Rooms

Subsection: BANQUET LADIES REST ROOM

1: Maintenance. **NC**

☒ No

Observation Text :

wash basin tap loose

2: W/C **NC**

☒ No

Section: Rest Rooms

Subsection: EXECUTIVES GENTS LOCKER

1: Floor. **NC**

☒ No

Attachments :

QUE410_IMG_20190628_092123.jpg

Observation Text :

scales

2: Tiles. **NC**

☒ No

Attachments :

QUE411_IMG_20190628_092200.jpg

Observation Text :

scales

3: W/C **NC**

☒ No

Attachments :

QUE412_IMG_20190628_092237.jpg

Observation Text :

Dirty

Section: Rest Rooms

Subsection: OTB LADIES REST ROOM

1: Floor. **NC**

☒ No

Observation Text :

chemical patches on floor

Section: Rest Rooms

Subsection: STAFF GENTS LOCKER

1: Taps. **NC**

☒ No

Attachments :

QUE446_IMG_20190628_091101.jpg

Observation Text :

knob broken

2: Floor. **NC**

☒ No

Attachments :

QUE449_IMG_20190628_091307.jpg

QUE449_IMG_20190628_091322.jpg

QUE449_IMG_20190628_091336.jpg

Observation Text :

scales on the floor

3: Tiles. **NC**

☒ No

Attachments :

QUE450_IMG_20190628_091412.jpg

Observation Text :

soap scum on the tiles

4: W/C **NC**

☒ No

Attachments :

QUE451_IMG_20190628_091450.jpg

QUE451_IMG_20190628_091508.jpg

Observation Text :

dirty

5: Mirror **NC**

☒ No

Attachments :

QUE453_IMG_20190628_091613.jpg

Observation Text :

frame to be painted

6: Soap /Supplies **NC**

☒ No

Attachments :

QUE454_IMG_20190628_091648.jpg

Observation Text :

Dispenser dirty

7: Door /Walls / Ceiling **NC**

☒ No

Attachments :

QUE455_IMG_20190628_091730.jpg

Observation Text :

Dirt on doors

8: Urinal. **NC**

☒ No

Attachments :

QUE457_IMG_20190628_091819.jpg

Observation Text :

scales around the urinal

Chronic

Section: Public Area

Subsection: LOBBY

1: Walls. **NC**

☒ No

Observation Text :

wall at cashier area to be painted

2: Upholstery. **NC**

☒ No

Attachments :

QUE15_IMG_20190628_100816.jpg

Observation Text :

stains on the sofa fabric

Section: Public Area

Subsection: MUSTANG BAR

1: Floor. **NC**

☒ No

Observation Text :

Dirt on the floor

Section: Public Area

Subsection: CONVENTION HALL

1: Floor. **NC**

☒ No

Observation Text :

sticky and dust settled in corners

2: Window panes/Ledges. **NC**

☒ No

Observation Text :

Dust settled

Section: Floors - Guest Rooms

Subsection: 504

1: BED LINEN. **NC**

☒ No

Attachments :

QUE543_IMG_20190627_135333.jpg

Observation Text :

Bed making not proper due to shortage of bed sheet length

Section: Floors - Guest Rooms**Subsection:** 4321: MAINTENANCE. **NC**☒ No

Attachments :

QUE637_IMG_20190627_152759.jpg

Observation Text :

Hair dryer cable Tangled

Section: Floors - Guest Rooms**Subsection:** 4241: Walls/ Photo Frames **NC**☒ No

Attachments :

QUE660_IMG_20190627_153944.jpg

Observation Text :

stains on the wall

2: BED LINEN. **NC**☒ No

Attachments :

QUE663_IMG_20190627_154136.jpg

Observation Text :

Bed making not proper

Section: Floors - Guest Rooms**Subsection:** 4341: Ceiling **NC**☒ No

Observation Text :

Insect hanging

Section: Floors - Guest Rooms**Subsection:** 3411: DUSTING **NC**☒ No

Attachments :

QUE728_IMG_20190627_161950.jpg

Observation Text :

beside the luggage rack

Section: Floors - Guest Rooms**Subsection:** 4171: UPHOLSTRY \ CURTAINS **NC**

☒ No

Attachments :

QUE884_IMG_20190628_160055.jpg

Section: Gloss Level

Subsection: Marble Floor

1: Bell Desk **NC**

Rating: 7

Section: Rest Rooms

Subsection: LADIES LOCKER

1: Taps. **NC**

☒ No

Attachments :

QUE342_IMG_20190629_113850.jpg

Observation Text :

scaling

2: Floor. **NC**

☒ No

Attachments :

QUE345_IMG_20190629_113933.jpg

Observation Text :

scales

Section: Rest Rooms

Subsection: LOBBY GENTS REST ROOM

1: W/C **NC**

☒ No

Attachments :

QUE360_IMG_20190628_101516.jpg

QUE360_IMG_20190628_101530.jpg

Observation Text :

water scales

Section: Rest Rooms

Subsection: BANQUET GENTS REST ROOM

1: W/C **NC**

☒ No

Attachments :

QUE386_IMG_20190628_104732.jpg

Observation Text :

scaling and seat cover dirty

Section: Rest Rooms

Subsection: EXECUTIVES GENTS LOCKER

1: W/C **NC**

☒ No

Attachments :

QUE412_IMG_20190628_092237.jpg

Observation Text :

Dirty

Section: Rest Rooms

Subsection: STAFF GENTS LOCKER

1: Floor. **NC**

☒ No

Attachments :

QUE449_IMG_20190628_091307.jpg

QUE449_IMG_20190628_091322.jpg

QUE449_IMG_20190628_091336.jpg

Observation Text :

scales on the floor

2: Urinal. **NC**

☒ No

Attachments :

QUE457_IMG_20190628_091819.jpg

Observation Text :

scales around the urinal

Audit Questionnaire

Section: Public Area

Subsection: LOBBY

1: Doors **NC**

☒ No

Observation Text :

Dust on the corners

2: Signage's

☒ Yes

3: Carpet. **NC**

☒ No

Observation Text :

Entrance mat at porch has threads and particles

4: Ceiling.

☒ Yes

5: Lights / TV **NC**

☒ No

Observation Text :

TV in the lobby had dust

6: AC grills/Exhaust.

☒ Yes

7: Walls. **NC**

☒ No

Observation Text :

wall at cashier area to be painted

8: Paintings.

☒ Yes

9: Panels. **NC**

☒ No

Observation Text :

Dust settled on the main door wooden wall panel

10: Fabric. **NC**

☒ No

Attachments :

QUE10_IMG_20190628_100440.jpg

Observation Text :

lobby lounge chairs upholstery dirty

11: Floor.

☒ Yes

12: Dusting.

☒ Yes

13: Skirting.

☒ Yes

14: Furniture.

☒ Yes

15: Upholstery. **NC**

☒ No

Attachments :

QUE15_IMG_20190628_100816.jpg

Observation Text :

stains on the sofa fabric

16: Polishing.

☒ Yes

17: Accessories.

☒ Yes

18: Banquet/Tables.

☒ Yes

19: Brass/Copper. ☒ Not Applicable

20: Window panes/Ledges. **NC**

☒ No

Observation Text :

Dust noticed

Section: Public Area

Subsection: OUT

1: Doors ☒ Not Applicable

2: Signage's ☒ Not Applicable

3: Carpet. ☒ Not Applicable

4: Ceiling. ☒ Not Applicable

5: Lights / TV ☒ Not Applicable

- 6: AC grills/Exhaust. ☒ Not Applicable
- 7: Walls. ☒ Not Applicable
- 8: Paintings. ☒ Not Applicable
- 9: Panels. ☒ Not Applicable
- 10: Fabric. ☒ Not Applicable
- 11: Floor. ☒ Not Applicable
- 12: Dusting. ☒ Not Applicable
- 13: Skirting. ☒ Not Applicable
- 14: Furniture. ☒ Not Applicable
- 15: Upholstery. ☒ Not Applicable
- 16: Polishing. ☒ Not Applicable
- 17: Accessories. ☒ Not Applicable
- 18: Banquet/Tables. ☒ Not Applicable
- 19: Brass/Copper. ☒ Not Applicable
- 20: Window panes/Ledges. ☒ Not Applicable

Section: Public Area

Subsection: CHANCERY

- 1: Doors ☒ Not Applicable
- 2: Signage's ☒ Not Applicable
- 3: Carpet. ☒ Not Applicable
- 4: Ceiling. ☒ Not Applicable
- 5: Lights / TV ☒ Not Applicable
- 6: AC grills/Exhaust. ☒ Not Applicable
- 7: Walls. ☒ Not Applicable
- 8: Paintings. ☒ Not Applicable

- 9: Panels. ☒ Not Applicable
- 10: Fabric. ☒ Not Applicable
- 11: Floor. ☒ Not Applicable
- 12: Dusting. ☒ Not Applicable
- 13: Skirting. ☒ Not Applicable
- 14: Furniture. ☒ Not Applicable
- 15: Upholstery. ☒ Not Applicable
- 16: Polishing. ☒ Not Applicable
- 17: Accessories. ☒ Not Applicable
- 18: Banquet/Tables. ☒ Not Applicable
- 19: Brass/Copper. ☒ Not Applicable
- 20: Window panes/Ledges. ☒ Not Applicable

Section: Public Area

Subsection: RESIDENCY

- 1: Doors ☒ Not Applicable
- 2: Signage's ☒ Not Applicable
- 3: Carpet. ☒ Not Applicable
- 4: Ceiling. ☒ Not Applicable
- 5: Lights / TV ☒ Not Applicable
- 6: AC grills/Exhaust. ☒ Not Applicable
- 7: Walls. ☒ Not Applicable
- 8: Paintings. ☒ Not Applicable
- 9: Panels. ☒ Not Applicable
- 10: Fabric. ☒ Not Applicable
- 11: Floor. ☒ Not Applicable
- 12: Dusting. ☒ Not Applicable

- 13: Skirting. ☒ Not Applicable
- 14: Furniture. ☒ Not Applicable
- 15: Upholstery. ☒ Not Applicable
- 16: Polishing. ☒ Not Applicable
- 17: Accessories. ☒ Not Applicable
- 18: Banquet/Tables. ☒ Not Applicable
- 19: Brass/Copper. ☒ Not Applicable
- 20: Window panes/Ledges. ☒ Not Applicable

Section: Public Area**Subsection:** TULIPS

- 1: Doors
☒ Yes

Observation Text :
service door plates has dirt

- 2: Signage's
☒ Yes

- 3: Carpet. ☒ Not Applicable

- 4: Ceiling.
☒ Yes

- 5: Lights / TV
☒ Yes

- 6: AC grills/Exhaust.
☒ Yes

- 7: Walls.
☒ Yes

- 8: Paintings.
☒ Yes

- 9: Panels.
☒ Yes

- 10: Fabric.
☒ Yes

11: Floor.

☒ Yes

12: Dusting.

☒ Yes

13: Skirting.

☒ Yes

14: Furniture.

☒ Yes

15: Upholstery. **NC**

☒ No

Attachments :

QUE95_IMG_20190628_110347.jpg

Observation Text :

sofas upholstery spotting to be done

16: Polishing.

☒ Yes

17: Accessories.

☒ Yes

18: Banquet/Tables.

☒ Yes

19: Brass/Copper. ☒ Not Applicable

20: Window panes/Ledges.

☒ Yes

Section: Public Area

Subsection: MUSTANG BAR

1: Doors **NC**

☒ No

2: Signage's

☒ Yes

3: Carpet. ☒ Not Applicable

4: Ceiling.

☒ Yes

5: Lights / TV **NC**

☒ No

Observation Text :

Dust on the TV

6: AC grills/Exhaust.

☒ Yes

7: Walls.

☒ Yes

8: Paintings.

☒ Yes

9: Panels.

☒ Yes

10: Fabric. **NC**

☐ No

Observation Text :

sofa upholstery to be vacuumed

11: Floor. **NC**

☐ No

Observation Text :

Dirt on the floor

12: Dusting.

☒ Yes

13: Skirting.

☒ Yes

14: Furniture.

☒ Yes

15: Upholstery.

☒ Yes

16: Polishing.

☒ Yes

17: Accessories.

☒ Yes

18: Banquet/Tables. **NC**

☐ No

Attachments :

QUE118_IMG_20190628_123711.jpg

QUE118_IMG_20190628_123720.jpg

Observation Text :

Table edges chipped

19: Brass/Copper. ☒ Not Applicable

20: Window panes/Ledges.

☒ Yes

Section: Public Area

Subsection: CONSULATE

1: Doors ☒ Not Applicable

2: Signage's ☒ Not Applicable

3: Carpet. ☒ Not Applicable

4: Ceiling. ☒ Not Applicable

5: Lights / TV ☒ Not Applicable

6: AC grills/Exhaust. ☒ Not Applicable

7: Walls. ☒ Not Applicable

8: Paintings. ☒ Not Applicable

9: Panels. ☒ Not Applicable

10: Fabric. ☒ Not Applicable

11: Floor. ☒ Not Applicable

12: Dusting. ☒ Not Applicable

13: Skirting. ☒ Not Applicable

14: Furniture. ☒ Not Applicable

15: Upholstery. ☒ Not Applicable

16: Polishing. ☒ Not Applicable

17: Accessories. ☒ Not Applicable

18: Banquet/Tables. ☒ Not Applicable

19: Brass/Copper. ☒ Not Applicable

20: Window panes/Ledges. ☒ Not Applicable

Section: Public Area**Subsection: SENATE**

- 1: Doors ☒ Not Applicable
- 2: Signage's ☒ Not Applicable
- 3: Carpet. ☒ Not Applicable
- 4: Ceiling. ☒ Not Applicable
- 5: Lights / TV ☒ Not Applicable
- 6: AC grills/Exhaust. ☒ Not Applicable
- 7: Walls. ☒ Not Applicable
- 8: Paintings. ☒ Not Applicable
- 9: Panels. ☒ Not Applicable
- 10: Fabric. ☒ Not Applicable
- 11: Floor. ☒ Not Applicable
- 12: Dusting. ☒ Not Applicable
- 13: Skirting. ☒ Not Applicable
- 14: Furniture. ☒ Not Applicable
- 15: Upholstery. ☒ Not Applicable
- 16: Polishing. ☒ Not Applicable
- 17: Accessories. ☒ Not Applicable
- 18: Banquet/Tables. ☒ Not Applicable
- 19: Brass/Copper. ☒ Not Applicable
- 20: Window panes/Ledges. ☒ Not Applicable

Section: Public Area**Subsection: MEKONG**

- 1: Doors
☒ Yes
- 2: Signage's
☒ Yes

3: Carpet. ☒ Not Applicable

4: Ceiling.
☒ Yes

5: Lights / TV
☒ Yes

6: AC grills/Exhaust. **NC**
☒ No

7: Walls.
☒ Yes

8: Paintings.
☒ Yes

9: Panels.
☒ Yes

10: Fabric.
☒ Yes

11: Floor.
☒ Yes

12: Dusting.
☒ Yes

13: Skirting. **NC**
☒ No

Attachments :

QUE173_IMG_20190628_124518.jpg

14: Furniture.
☒ Yes

15: Upholstery.
☒ Yes

16: Polishing.
☒ Yes

17: Accessories.
☒ Yes

18: Banquet/Tables.
☒ Yes

19: Brass/Copper. ☒ Not Applicable

20: Window panes/Ledges.

☒ Yes

Section: Public Area

Subsection: CONVENTION HALL

1: Doors **NC**

☒ No

Observation Text :

Dust and gum marks to be cleaned

2: Signage's

☒ Yes

3: Carpet. ☒ Not Applicable

4: Ceiling.

☒ Yes

5: Lights / TV **NC**

☒ No

Observation Text :

Dust on light fittings

6: AC grills/Exhaust.

☒ Yes

7: Walls.

☒ Yes

8: Paintings. ☒ Not Applicable

9: Panels. **NC**

☒ No

Observation Text :

side panels(curtains) have stains

10: Fabric.

☒ Yes

11: Floor. **NC**

☒ No

Observation Text :

sticky and dust settled in corners

12: Dusting. **NC**

☒ No

Observation Text :

Needs to be done

13: Skirting. ☒ Not Applicable

14: Furniture.

☒ Yes

15: Upholstery.

☒ Yes

16: Polishing.

☒ Yes

17: Accessories.

☒ Yes

18: Banquet/Tables.

☒ Yes

19: Brass/Copper. ☒ Not Applicable

20: Window panes/Ledges. **NC**

☒ No

Observation Text :

Dust settled

Section: Public Area

Subsection: RNG

1: Doors

☒ Yes

2: Signage's

☒ Yes

3: Carpet. ☒ Not Applicable

4: Ceiling.

☒ Yes

5: Lights / TV

☒ Yes

6: AC grills/Exhaust. **NC**

☒ No

Observation Text :

Dust on the AC grills at the entrance

7: Walls. **NC**

☒ No

Observation Text :

Smudges on the wall beside the desert counter.

8: Paintings.

☒ Yes

9: Panels.

☒ Yes

10: Fabric.

☒ Yes

11: Floor. **NC**

☒ No

Observation Text :

Dirt patches in the corners

12: Dusting.

☒ Yes

13: Skirting.

☒ Yes

14: Furniture.

☒ Yes

15: Upholstery.

☒ Yes

16: Polishing.

☒ Yes

17: Accessories.

☒ Yes

18: Banquet/Tables.

☒ Yes

19: Brass/Copper.

☒ Yes

20: Window panes/Ledges.

☒ Yes

Section: Procedures

Subsection: GUEST ROOMS

1: Bathroom linen standardization.

Rating: 9

Observation Text :

Being followed

- 2: Tea /coffee making facility in the room.

Rating: 9

Observation Text :

Being followed

- 3: Room history maintenance. **NC**

Rating: 7

Observation Text :

Not being followed consistently

- 4: Table / wardrobe drawers in guest rooms.

Rating: 9

Observation Text :

Being followed

- 5: Housekeeping - Machines.

Rating: 8

Observation Text :

3 vacuum cleaners shortage for floors

- 6: Housekeeping - Turndown service.

Rating: 9

Observation Text :

Done by morning shift

- 7: Bathroom amenities for double occupancy rooms.

Rating: 9

Observation Text :

Being followed

- 8: Suite bathroom amenities .

Rating: 9

Observation Text :

Being followed

- 9: Magazines provided to guest rooms.

Rating: 9

Observation Text :

Yo Vizag and Outlook Express being placed

- 10: Laundry - garment finishing standards.

Rating: 8

Observation Text :

Being followed

11: Carpets.

Rating: 8

Observation Text :

Bubbles to be stretched

12: Care and maintenance of runners. ☒ Not Applicable

13: Standardized in room items.

Rating: 9

Observation Text :

Being followed

14: Sleep quality comfort.

Rating: 9

Observation Text :

Being followed

15: Specification of cleaning chemicals.

Rating: 9

Observation Text :

Diversey chemicals are used

16: Standardized bed linen / mattress / foundation.

Rating: 9

Observation Text :

Being followed

17: Standardization of par levels for room linen and table linen.

Rating: 9

Observation Text :

3 par being followed

18: Measurable instruments for quality / standards measurements.

Rating: 8

Observation Text :

Being followed

19: Guest-laundry pickup.

Rating: 9

Observation Text :

Done in 5 mnts

Section: Floors - Guest Rooms**Subsection:** 501

- 1: Ceiling
☒ Yes
- 2: Walls/ Photo Frames
☒ Yes
- 3: Floor
☒ Yes
- 4: WINDOW PANE \ LEDGES
☒ Yes
- 5: BED LINEN.
☒ Yes
- 6: UPHOLSTRY \ CURTAINS
☒ Yes
- 7: TV \ TEL \ AC.
☒ Yes
- 8: SUPP \ STATIONERY.
☒ Yes
- 9: MAINTENANCE
☒ Yes
- 10: DUSTING
☒ Yes
- 11: TIDINESS.
☒ Yes
- 12: FURNITURE.
☒ Yes
- 13: GUEST BATHROOMS.
☒ Yes
- 14: FLOORS.
☒ Yes
- 15: BATHTUB \ WC.
☒ Yes
- 16: WASHBASIN \ COUNTER
☒ Yes

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 502

1: Ceiling

☒ Yes

2: Walls/ Photo Frames

☒ Yes

3: Floor

☒ Yes

4: WINDOW PANE \ LEDGES

☒ Yes

5: BED LINEN. **NC**

☒ No

Attachments :

QUE523_IMG_20190627_134544.jpg

Observation Text :

Bed linen touching the floor

6: UPHOLSTRY \ CURTAINS **NC**

☒ No

Attachments :

QUE524_IMG_20190627_134623.jpg

QUE524_IMG_20190627_134644.jpg

Observation Text :

sheer curtains torn

7: TV \ TEL \ AC.

☒ Yes

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE

☒ Yes

10: DUSTING

☒ Yes

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS.

☒ Yes

14: FLOORS.

☒ Yes

15: BATHTUB \ WC.

☒ Yes

16: WASHBASIN \ COUNTER

☒ Yes

17: MIRRORS.

☒ Yes

18: DUSTING. **NC**

☐ No

Attachments :

QUE536_IMG_20190627_134943.jpg

Observation Text :

dust on shower panel

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 504

1: Ceiling

☒ Yes

2: Walls/ Photo Frames

☒ Yes

3: Floor

☒ Yes

4: WINDOW PANE \ LEDGES

☒ Yes

5: BED LINEN. **NC**

☐ No

Attachments :

QUE543_IMG_20190627_135333.jpg

Observation Text :

Bed making not proper due to shortage of bed sheet length

6: UPHOLSTRY \ CURTAINS

☒ Yes

7: TV \ TEL \ AC.

☒ Yes

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE

☒ Yes

10: DUSTING

☒ Yes

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS.

☒ Yes

14: FLOORS.

☒ Yes

15: BATHTUB \ WC. **NC**

☐ No

Attachments :

QUE553_IMG_20190627_135550.jpg

Observation Text :

dust on soap dispenser

16: WASHBASIN \ COUNTER

☒ Yes

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 508

1: Ceiling

☒ Yes

2: Walls/ Photo Frames

☒ Yes

3: Floor

☒ Yes

4: WINDOW PANE \ LEDGES

☒ Yes

5: BED LINEN.

☒ Yes

6: UPHOLSTRY \ CURTAINS

☒ Yes

7: TV \ TEL \ AC.

☒ Yes

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE

☒ Yes

10: DUSTING

☒ Yes

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS.

☒ Yes

14: FLOORS. **NC**☒ No

Attachments :

QUE572_IMG_20190627_140552.jpg

Observation Text :

Gum marks on the floor

15: BATHTUB \ WC.

☒ Yes

16: WASHBASIN \ COUNTER

☒ Yes

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes19: MAINTENANCE. **NC**☒ No

Attachments :

QUE577_IMG_20190627_140653.jpg

Observation Text :

Door edge chipped

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes**Section:** Floors - Guest Rooms**Subsection:** 515

1: Ceiling

☒ Yes

2: Walls/ Photo Frames

☒ Yes

3: Floor

☒ Yes

4: WINDOW PANE \ LEDGES

☒ Yes

5: BED LINEN.

☒ Yes

6: UPHOLSTRY \ CURTAINS

☒ Yes

7: TV \ TEL \ AC.

☒ Yes

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE

☒ Yes

10: DUSTING

☒ Yes

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS.

☒ Yes

14: FLOORS.

☒ Yes

15: BATHTUB \ WC.

☒ Yes

16: WASHBASIN \ COUNTER **NC**

☐ No

Attachments :

QUE594_IMG_20190627_141629.jpg

QUE594_IMG_20190627_141740.jpg

Observation Text :

Behind the wash basin soap scum to be cleaned

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE. **NC**

☐ No

Attachments :

QUE597_IMG_20190627_141854.jpg

Observation Text :

mirror edges desilvered strip hanging on shower panel

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 406

1: Ceiling

☒ Yes

2: Walls/ Photo Frames

☒ Yes

3: Floor

☒ Yes

4: WINDOW PANE \ LEDGES

☒ Yes

5: BED LINEN.

☒ Yes

6: UPHOLSTRY \ CURTAINS **NC**

☐ No

Observation Text :
sheer curtains torn

7: TV \ TEL \ AC.

☒ Yes

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE **NC**

☐ No

10: DUSTING

☒ Yes

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS.

☒ Yes

14: FLOORS. **NC**

☐ No

Attachments :

QUE612_IMG_20190627_142838.jpg

Observation Text :

Fungus in the corners

15: BATHTUB \ WC. **NC**

☐ No

Observation Text :

Hinges discolored

16: WASHBASIN \ COUNTER **NC**

☐ No

Attachments :

QUE614_IMG_20190627_143004.jpg

Observation Text :

Brown scales

17: MIRRORS.

☐ Yes

18: DUSTING.

☐ Yes

19: MAINTENANCE. **NC**

☐ No

20: SUPP \ STATIONERY \ BATH LINEN

☐ Yes

Section: Floors - Guest Rooms

Subsection: 432

1: Ceiling

☐ Yes

2: Walls/ Photo Frames

☐ Yes

3: Floor

☐ Yes

4: WINDOW PANE \ LEDGES

☐ Yes

5: BED LINEN.

☐ Yes

6: UPHOLSTRY \ CURTAINS **NC**

☐ No

Observation Text :

curtains hooks missing

7: TV \ TEL \ AC.

☒ Yes

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE **NC**

☒ No

Attachments :

QUE627_IMG_20190627_152517.jpg

Observation Text :

loose wires hanging at cove behind head board

10: DUSTING

☒ Yes

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS.

☒ Yes

14: FLOORS.

☒ Yes

15: BATHTUB \ WC.

☒ Yes

16: WASHBASIN \ COUNTER

☒ Yes

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE. **NC**

☒ No

Attachments :

QUE637_IMG_20190627_152759.jpg

Observation Text :

Hair dryer cable Tangled

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms**Subsection:** 437

1: Ceiling

☒ Yes

2: Walls/ Photo Frames

☒ Yes

3: Floor

☒ Yes

4: WINDOW PANE \ LEDGES

☒ Yes

5: BED LINEN.

☒ Yes6: UPHOLSTRY \ CURTAINS **NC**☐ No

Attachments :

QUE644_IMG_20190627_153344.jpg

Observation Text :

Heavy curtains length to be checked

7: TV \ TEL \ AC.

☒ Yes

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE

☒ Yes

10: DUSTING

☒ Yes

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS.

☒ Yes

14: FLOORS.

☒ Yes

15: BATHTUB \ WC.

☒ Yes

16: WASHBASIN \ COUNTER

☒ Yes

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 424

1: Ceiling

☒ Yes

2: Walls/ Photo Frames **NC**

☒ No

Attachments :

QUE660_IMG_20190627_153944.jpg

Observation Text :

stains on the wall

3: Floor **NC**

☒ No

Observation Text :

Dust behind the mini bar cabinet

4: WINDOW PANE \ LEDGES

☒ Yes

5: BED LINEN. **NC**

☒ No

Attachments :

QUE663_IMG_20190627_154136.jpg

Observation Text :

Bed making not proper

6: UPHOLSTRY \ CURTAINS

☒ Yes

7: TV \ TEL \ AC.

☒ Yes

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE

☒ Yes

10: DUSTING

☒ Yes

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS.

☒ Yes

14: FLOORS.

☒ Yes

15: BATHTUB \ WC.

☒ Yes

16: WASHBASIN \ COUNTER

☒ Yes

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 403

1: Ceiling

☒ Yes

2: Walls/ Photo Frames

☒ Yes

3: Floor

☒ Yes

4: WINDOW PANE \ LEDGES

☒ Yes

5: BED LINEN.

☒ Yes

6: UPHOLSTRY \ CURTAINS

☒ Yes

7: TV \ TEL \ AC.

☒ Yes

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE **NC**

☒ No

Attachments :

QUE687_IMG_20190627_154911.jpg

10: DUSTING **NC**

☒ No

Attachments :

QUE688_IMG_20190627_155023.jpg

Observation Text :

Dust behind the minibar counter

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS.

☒ Yes

14: FLOORS. **NC**

☒ No

Attachments :

QUE692_IMG_20190627_155221.jpg

Observation Text :

scaling on the drain cover

15: BATHTUB \ WC. **NC**

☒ No

Attachments :

QUE693_IMG_20190627_155324.jpg

16: WASHBASIN \ COUNTER

☒ Yes

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 434

1: Ceiling **NC**

☐ No

Observation Text :

Insect hanging

2: Walls/ Photo Frames

☒ Yes

3: Floor

☒ Yes

4: WINDOW PANE \ LEDGES

☒ Yes

5: BED LINEN. **NC**

☐ No

Attachments :

QUE703_IMG_20190627_155909.jpg

Observation Text :

Bed making not proper

6: UPHOLSTRY \ CURTAINS

☒ Yes

7: TV \ TEL \ AC.

☒ Yes

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE

☒ Yes

10: DUSTING

☒ Yes

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS.

☒ Yes

14: FLOORS. **NC**

☐ No

Attachments :

QUE712_IMG_20190627_160512.jpg

Observation Text :

scales on the floor

15: BATHTUB \ WC. **NC**

☐ No

Attachments :

QUE713_IMG_20190627_160552.jpg

Observation Text :

scales on the shower head

16: WASHBASIN \ COUNTER

☒ Yes

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 341

1: Ceiling

☒ Yes

2: Walls/ Photo Frames

☒ Yes

3: Floor **NC**

☐ No

Observation Text :

Dust beside luggage rack

4: WINDOW PANE \ LEDGES

☒ Yes

5: BED LINEN.

☒ Yes

6: UPHOLSTRY \ CURTAINS

☒ Yes

7: TV \ TEL \ AC.

☒ Yes

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE

☒ Yes

10: DUSTING **NC**

☐ No

Attachments :

QUE728_IMG_20190627_161950.jpg

Observation Text :

beside the luggage rack

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS.

☒ Yes

14: FLOORS.

☒ Yes

15: BATHTUB \ WC.

☒ Yes

16: WASHBASIN \ COUNTER

☒ Yes

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 339

1: Ceiling

☒ Yes

2: Walls/ Photo Frames

☒ Yes

3: Floor

☒ Yes

4: WINDOW PANE \ LEDGES

☒ Yes

5: BED LINEN.

☒ Yes

6: UPHOLSTRY \ CURTAINS

☒ Yes

7: TV \ TEL \ AC.

☒ Yes

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE

☒ Yes

10: DUSTING

☒ Yes

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS.

☒ Yes

14: FLOORS.

☒ Yes

15: BATHTUB \ WC. **NC**

☒ No

Attachments :

QUE753_IMG_20190627_162627.jpg

QUE753_IMG_20190627_162751.jpg

Observation Text :

water scales in wc drain cover dirty

16: WASHBASIN \ COUNTER

☒ Yes

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 236

1: Ceiling

☒ Yes

2: Walls/ Photo Frames

☒ Yes

3: Floor

☒ Yes

4: WINDOW PANE \ LEDGES

☒ Yes

5: BED LINEN.

☒ Yes

6: UPHOLSTRY \ CURTAINS

☒ Yes

7: TV \ TEL \ AC.

☒ Yes

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE

☒ Yes

10: DUSTING

☒ Yes

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS.

☒ Yes

14: FLOORS. **NC**

☐ No

Attachments :

QUE772_IMG_20190628_121808.jpg

Observation Text :

white cement on the floor

15: BATHTUB \ WC. **NC**

☐ No

Attachments :

QUE773_IMG_20190628_121902.jpg

Observation Text :

shower panel glass has water scales

16: WASHBASIN \ COUNTER

☒ Yes

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 201

1: Ceiling

☒ Yes

2: Walls/ Photo Frames

☒ Yes

3: Floor **NC**

☐ No

Observation Text :
under furniture to be cleaned

4: WINDOW PANE \ LEDGES

☒ Yes

5: BED LINEN.

☒ Yes

6: UPHOLSTRY \ CURTAINS

☒ Yes

7: TV \ TEL \ AC.

☒ Yes

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE **NC**

☐ No

Observation Text :
Entrance Wall to be painted

10: DUSTING

☒ Yes

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS.

☒ Yes

14: FLOORS.

☒ Yes

15: BATHTUB \ WC. **NC**

☒ No

Attachments :

QUE793_IMG_20190628_122643.jpg

Observation Text :

Dirt on wc seat cover

16: WASHBASIN \ COUNTER

☒ Yes

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 415

1: Ceiling

☒ Yes

2: Walls/ Photo Frames

☒ Yes

3: Floor

☒ Yes

4: WINDOW PANE \ LEDGES

☒ Yes

5: BED LINEN.

☒ Yes

6: UPHOLSTRY \ CURTAINS

☒ Yes

7: TV \ TEL \ AC.

☒ Yes

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE

☒ Yes

10: DUSTING

☒ Yes

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS.

☒ Yes

14: FLOORS. **NC**

☒ No

Attachments :

QUE812_IMG_20190628_125431.jpg

Observation Text :

Dirt in the floor corners

15: BATHTUB \ WC.

☒ Yes

16: WASHBASIN \ COUNTER

☒ Yes

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE. **NC**

☒ No

Observation Text :

white cement behind the wash basin

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 422

1: Ceiling

☒ Yes

2: Walls/ Photo Frames

☒ Yes

3: Floor **NC**

☐ No

Observation Text :

Particles on the floor

4: WINDOW PANE \ LEDGES

☒ Yes

5: BED LINEN. **NC**

☐ No

Attachments :

QUE823_IMG_20190628_130039.jpg

Observation Text :

Bed making not proper

6: UPHOLSTRY \ CURTAINS

☒ Yes

7: TV \ TEL \ AC.

☒ Yes

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE **NC**

☐ No

Attachments :

QUE827_IMG_20190628_130215.jpg

Observation Text :

paint around the hanging light frame

10: DUSTING

☒ Yes

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS.

☒ Yes

14: FLOORS.

☒ Yes

15: BATHTUB \ WC.

☒ Yes

16: WASHBASIN \ COUNTER

☒ Yes

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 414

1: Ceiling

☒ Yes

2: Walls/ Photo Frames **NC**

☒ No

Attachments :

QUE840_IMG_20190628_131049.jpg

Observation Text :

picture frames tilted

3: Floor

☒ Yes

4: WINDOW PANE \ LEDGES

☒ Yes

5: BED LINEN.

☒ Yes

6: UPHOLSTRY \ CURTAINS **NC**

☒ No

Attachments :

QUE844_IMG_20190628_131208.jpg

Observation Text :

stain on lounge chair upholstery

7: TV \ TEL \ AC.

☒ Yes

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE

☒ Yes

10: DUSTING

☒ Yes

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS.

☒ Yes

14: FLOORS.

☒ Yes

15: BATHTUB \ WC.

☒ Yes

16: WASHBASIN \ COUNTER

☒ Yes

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN **NC**

☒ No

Observation Text :

Acrylic tray chipped

Section: Floors - Guest Rooms

Subsection: 407

1: Ceiling

☒ Yes

2: Walls/ Photo Frames

☒ Yes

3: Floor

☒ Yes

4: WINDOW PANE \ LEDGES

☒ Yes

5: BED LINEN.

☒ Yes

6: UPHOLSTRY \ CURTAINS

☒ Yes

7: TV \ TEL \ AC.

☒ Yes

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE

☒ Yes

10: DUSTING

☒ Yes

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS.

☒ Yes

14: FLOORS.

☒ Yes

15: BATHTUB \ WC. **NC**

☐ No

Observation Text :

wc outer area has yellow scales

16: WASHBASIN \ COUNTER **NC**

☐ No

Attachments :

QUE874_IMG_20190628_155510.jpg

Observation Text :

Soap scum behind the wash basin

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 417

1: Ceiling

☒ Yes

2: Walls/ Photo Frames

☒ Yes

3: Floor

☒ Yes

4: WINDOW PANE \ LEDGES

☒ Yes

5: BED LINEN.

☒ Yes

6: UPHOLSTRY \ CURTAINS **NC**

☒ No

Attachments :

QUE884_IMG_20190628_160055.jpg

7: TV \ TEL \ AC.

☒ Yes

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE

☒ Yes

10: DUSTING

☒ Yes

11: TIDINESS.

☒ Yes

12: FURNITURE.

☐ Yes

13: GUEST BATHROOMS.

☐ Yes

14: FLOORS.

☐ Yes

15: BATHTUB \ WC.

☐ Yes

16: WASHBASIN \ COUNTER

☐ Yes

17: MIRRORS.

☐ Yes

18: DUSTING. **NC**

☐ No

Attachments :

QUE896_IMG_20190628_155922.jpg

Observation Text :

dust on shower head

19: MAINTENANCE.

☐ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☐ Yes

Section: Gloss Level

Subsection: Marble Floor

1: Lobby **NC**

Rating: 7

Observation Text :

Gloss level at heavy foot fall areas to be improved.

2: Reception. **NC**

Rating: 7

3: Travel desk.

Rating: 8

4: OUT Entrance. ☒ Not Applicable

5: Bell Desk **NC**

Rating: 7

6: Lobby lounge

Rating: 8

7: Lobby Entrance **NC**

Rating: 7

8: Guest elevator opposite ☒ Not Applicable

9: Opposite to banquet office ☒ Not Applicable

10: Gardenia entrance ☒ Not Applicable

11: Senate ☒ Not Applicable

12: Prefunction of Residency ☒ Not Applicable

13: Gardenia entrance ☒ Not Applicable

14: Tulips

Rating: 8

15: Lobby Gents rest room ☒ Not Applicable

16: Lobby Ladies rest room ☒ Not Applicable

17: Banquets Gents rest room ☒ Not Applicable

18: Banquets Ladies rest room ☒ Not Applicable

19: Gardenia entrance ☒ Not Applicable

Section: Linen and Laundry

Subsection: Linen, Laundry & Guest Laundry

1: Linen room stacking

Rating: 8

2: Par stocks

Rating: 8

3: Annual indent

Rating: 8

Observation Text :

Raised.

4: Discards

Rating: 8

Observation Text :

being followed

5: Quality of uniforms

Rating: 8

Observation Text :

kitchen and security to be stitched

6: Quality of linen

Rating: 8

Observation Text :

Due to the out source of laundry the quality is average. bath linen is not soft bed linen white ness is dropped

7: Uniform calendar

Rating: 8

Observation Text :

Being followed

8: Exchange timing

Rating: 8

Observation Text :

Being followed and night shift cupboard being kept for night shift employees.

9: Uniform exchange system

Rating: 8

Observation Text :

Being followed for soiled to fresh.

10: Inventory of F&B Linen

Rating: 8

Observation Text :

Being followed

11: Inventory of Room linen

Rating: 9

Observation Text :

Being followed

12: Inventory of uniforms

Rating: 8

Observation Text :

Being followed

13: Pick up collection standards

Rating: 9

Observation Text :

Done in 5 mnts

14: Sorting & Checking

Rating: 9

Observation Text :

Being followed

15: Marking & Tagging

Rating: 9

Observation Text :

Being followed

16: Processing

Rating: 9

Observation Text :

Being followed

17: Finishing

Rating: 8

Observation Text :

Being followed

18: Packing

Rating: 8

Observation Text :

Being followed

19: Billing

Rating: 9

Observation Text :

Being followed

20: Delivery

Rating: 9

Observation Text :

Being followed

21: Condition of machines ☒ Not Applicable22: Equipment, Preventive maintenance ☒ Not Applicable

23: Standardized chemicals

Rating: 8

Observation Text :

Diversey chemicals are used.

24: Sorting standards

Rating: 9

Observation Text :

Being followed

25: Washing standards

Rating: 9

Observation Text :

Being followed

26: Finishing standards

Rating: 8

Observation Text :

Being followed

27: Stacking standards

Rating: 8

Observation Text :

Being followed

28: Awareness of snow white initiatives

Rating: 8

29: Comfortable temperature in laundry

Rating: 8

Observation Text :

Need TGA or exhaust fans.

30: Safe work practices

Rating: 8

Observation Text :

Being followed

31: Use of safety equipment **NC**

Rating: 7

Observation Text :

Being followed

32: Quality of processed articles

Rating: 8

Observation Text :

Good. Need improvement in Production uniform washing quality.

Section: Contractual Service

Subsection: Contractual Service

1: Schedule of treatment for rooms

Rating: 9

Observation Text :

Being followed

2: Schedule of treatment for kitchen

Rating: 9

Observation Text :

Being done in 2 days in a week.

3: Schedule of treatment for F&B outlets

Rating: 9

Observation Text :

Done weekly once

4: Standards of chemicals

Rating: 8

Observation Text :

Pepronium gel,Prophoxor,Keothrine,spot kill,lamda syahalathrine

5: Staff uniform and grooming

Rating: 9

6: Effectiveness

Rating: 8

Observation Text :

F&b areas finding cockroaches.

7: Quality of flowers & flower vase

Rating: 8

Observation Text :

Being followed

8: Costing

Rating: 9

Observation Text :

with in the budget.

9: Skill knowledge

Rating: 8

Observation Text :

Good

10: Maintenance of plants

Rating: 8

Observation Text :

Being followed

11: Quality of landscaping

Rating: 8

Observation Text :

Good

12: Overall impression

Rating: 8

Observation Text :

Above average

13: Periphery of the hotel

Rating: 8

Observation Text :

Being maintained

Section: Records

Subsection: Records & Reports

1: Guest supplies

Rating: 9

Observation Text :

Gone up by the budget 1/- pet RNS due to shaving razors placement in all rooms.

2: Cleaning supplies

Rating: 10

3: Linen

Rating: 8

4: Uniforms **NC**

Rating: 5

5: Lost and found records **NC**

Rating: 7

6: L&F issues to the claimant

Rating: 10

7: L&F storage

Rating: 10

8: L&F Letters to guests

Rating: 10

9: L&F Disposals

Rating: 10

Observation Text :

Done till January-19

10: Room history **NC**

Rating: 3

Observation Text :

Not being followed

11: Duty roaster & allocation register **NC**

Rating: 6

Observation Text :

signed with out checking

12: Attendance record

Rating: 8

Observation Text :

Over writing is observed

13: Log book messages and follow up **NC**

Rating: 7

Observation Text :

No public area log messages,and inconsistent.

14: Occupancy report (Twice a day)

Rating: 10

Observation Text :

Being followed

15: Under repair status

Rating: 10

Observation Text :

Being followed in system

16: DND List

Rating: 8

Observation Text :

DND slips and log messages not tallied in some instances

17: Property upkeep Report

Rating: 9

Observation Text :

Being followed.

18: Monthly meeting reports

Rating: 9

Observation Text :

Being followed

Section: Rest Rooms

Subsection: LADIES LOCKER

1: Taps. **NC**

☒ No

Attachments :

QUE342_IMG_20190629_113850.jpg

Observation Text :

scaling

2: Maintenance. **NC**

☒ No

Attachments :

QUE343_IMG_20190629_114113.jpg

QUE343_IMG_20190629_114130.jpg

Observation Text :

Doors sharp edges protruding

3: Smell.

☒ Yes

4: Floor. **NC**

☒ No

Attachments :

QUE345_IMG_20190629_113933.jpg

Observation Text :

scales

5: Tiles. **NC**

☒ No

Attachments :

QUE346_IMG_20190629_114020.jpg

Observation Text :

Beside Wc tiles to be cleaned

6: W/C

☒ Yes

7: Basin.

☒ Yes

8: Mirror

☒ Yes

9: Soap /Supplies

☒ Yes

10: Door /Walls / Ceiling **NC**

☐ No

Attachments :

QUE351_IMG_20190629_114222.jpg

QUE351_IMG_20190629_114239.jpg

Observation Text :

Dust on the doors

11: Exhaust

☐ Yes

12: Urinal. ☒ Not Applicable

13: Mattress / Other things

☐ Yes

Section: Rest Rooms

Subsection: LOBBY GENTS REST ROOM

1: Taps.

☐ Yes

2: Maintenance.

☐ Yes

3: Smell.

☐ Yes

4: Floor.

☐ Yes

5: Tiles.

☐ Yes

6: W/C **NC**

☐ No

Attachments :

QUE360_IMG_20190628_101516.jpg

QUE360_IMG_20190628_101530.jpg

Observation Text :

water scales

7: Basin.

☐ Yes

8: Mirror

☐ Yes

9: Soap /Supplies

☒ Yes

10: Door /Walls / Ceiling

☒ Yes

11: Exhaust

☒ Yes

12: Urinal.

☒ Yes

13: Mattress / Other things ☒ Not Applicable

Section: Rest Rooms

Subsection: LOBBY LADIES REST ROOM

1: Taps.

☒ Yes

2: Maintenance. **NC**

☒ No

Attachments :

QUE369_IMG_20190628_102135.jpg

QUE369_IMG_20190628_102144.jpg

Observation Text :

sensor to be fixed properly

3: Smell.

☒ Yes

4: Floor.

☒ Yes

5: Tiles. **NC**

☒ No

Observation Text :

Beside wash basin counter to be scrubbed

6: W/C **NC**

☒ No

Attachments :

QUE373_IMG_20190628_102302.jpg

QUE373_IMG_20190628_102308.jpg

Observation Text :

water scales

7: Basin.

☒ Yes

8: Mirror

☒ Yes

9: Soap /Supplies

☒ Yes

10: Door /Walls / Ceiling

☒ Yes

11: Exhaust

☒ Yes12: Urinal. ☒ Not Applicable13: Mattress / Other things ☒ Not Applicable**Section:** Rest Rooms**Subsection:** BANQUET GENTS REST ROOM

1: Taps.

☒ Yes2: Maintenance. **NC**☒ No

Observation Text :

wash basin tap is loose

3: Smell.

☒ Yes4: Floor. **NC**☒ No

Attachments :

QUE384_IMG_20190628_104550.jpg

Observation Text :

Dirt on tiles beside urinal

5: Tiles.

☒ Yes6: W/C **NC**☒ No

Attachments :

QUE386_IMG_20190628_104732.jpg

Observation Text :

scaling and seat cover dirty

7: Basin. **NC**☒ No

Attachments :

QUE387_IMG_20190628_104833.jpg

Observation Text :

soap scum on the rim

8: Mirror

☒ Yes

9: Soap /Supplies

☒ Yes

10: Door /Walls / Ceiling

☒ Yes

11: Exhaust

☒ Yes

12: Urinal.

☒ Yes

13: Mattress / Other things ☒ Not Applicable

Section: Rest Rooms

Subsection: BANQUET LADIES REST ROOM

1: Taps.

☒ Yes

2: Maintenance. **NC**

☒ No

Observation Text :

wash basin tap loose

3: Smell.

☒ Yes

4: Floor.

☒ Yes

5: Tiles.

☒ Yes

6: W/C **NC**

☒ No

7: Basin.

☒ Yes

8: Mirror

☒ Yes

9: Soap /Supplies

☒ Yes

10: Door /Walls / Ceiling

☒ Yes

11: Exhaust

☒ Yes

12: Urinal. ☒ Not Applicable

13: Mattress / Other things ☒ Not Applicable

Section: Rest Rooms

Subsection: EXECUTIVES GENTS LOCKER

1: Taps.

☒ Yes

2: Maintenance.

☒ Yes

3: Smell.

☒ Yes

4: Floor. **NC**

☒ No

Attachments :

QUE410_IMG_20190628_092123.jpg

Observation Text :

scales

5: Tiles. **NC**

☒ No

Attachments :

QUE411_IMG_20190628_092200.jpg

Observation Text :

scales

6: W/C **NC**

☒ No

Attachments :

QUE412_IMG_20190628_092237.jpg

Observation Text :

Dirty

7: Basin.

☒ Yes

8: Mirror

☒ Yes

9: Soap /Supplies

☒ Yes

10: Door /Walls / Ceiling

☒ Yes

11: Exhaust

☒ Yes

12: Urinal.

☒ Yes

13: Mattress / Other things

☒ Yes

Section: Rest Rooms

Subsection: OTB LADIES REST ROOM

1: Taps.

☒ Yes

2: Maintenance.

☒ Yes

3: Smell.

☒ Yes

4: Floor. **NC**

☒ No

Observation Text :

chemical patches on floor

5: Tiles.

☒ Yes

6: W/C

☒ Yes

7: Basin.

☒ Yes

8: Mirror

☒ Yes

9: Soap /Supplies

☒ Yes

10: Door /Walls / Ceiling

☒ Yes

11: Exhaust

☒ Yes

12: Urinal. ☒ Not Applicable

13: Mattress / Other things ☒ Not Applicable

Section: Rest Rooms

Subsection: OTB GENTS REST ROOM

1: Taps.

☒ Yes

2: Maintenance.

☒ Yes

3: Smell.

☒ Yes

4: Floor.

☒ Yes

5: Tiles.

☒ Yes

6: W/C

☒ Yes

7: Basin.

☒ Yes

8: Mirror

☒ Yes

9: Soap /Supplies

☒ Yes

10: Door /Walls / Ceiling

☒ Yes

11: Exhaust

☒ Yes

12: Urinal.

☒ Yes

13: Mattress / Other things ☒ Not Applicable

Section: Rest Rooms

Subsection: STAFF GENTS LOCKER

1: Taps. **NC**

☐ No

Attachments :

QUE446_IMG_20190628_091101.jpg

Observation Text :

knob broken

2: Maintenance.

☐ Yes

3: Smell.

☐ Yes

4: Floor. **NC**

☐ No

Attachments :

QUE449_IMG_20190628_091307.jpg

QUE449_IMG_20190628_091322.jpg

QUE449_IMG_20190628_091336.jpg

Observation Text :

scales on the floor

5: Tiles. **NC**

☐ No

Attachments :

QUE450_IMG_20190628_091412.jpg

Observation Text :

soap scum on the tiles

6: W/C **NC**

☐ No

Attachments :

QUE451_IMG_20190628_091450.jpg

QUE451_IMG_20190628_091508.jpg

Observation Text :

dirty

7: Basin.

☐ Yes

8: Mirror **NC**

☐ No

Attachments :

QUE453_IMG_20190628_091613.jpg

Observation Text :
frame to be painted

9: Soap /Supplies **NC**

☒ No

Attachments :

QUE454_IMG_20190628_091648.jpg

Observation Text :
Dispenser dirty

10: Door /Walls / Ceiling **NC**

☒ No

Attachments :

QUE455_IMG_20190628_091730.jpg

Observation Text :
Dirt on doors

11: Exhaust

☒ Yes

12: Urinal. **NC**

☒ No

Attachments :

QUE457_IMG_20190628_091819.jpg

Observation Text :
scales around the urinal

13: Mattress / Other things

☒ Yes