

Audit Report for Audit ID - AU0076-1

Housekeeping Audit

Audit Score

87/100

Details

Audit	AU0076
Scheduled Audit	AU0076-1
Location	Hyderabad
Hotel	Marigold Hotel
Department	House Keeping
Checklist	Housekeeping Audit
Audit Type	Internal
Auditor	Uday Bhasker Reddy
Start Date	01-02-2018
End Date	28-02-2018
Submitted Date	01-03-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	70
Chronic Issues	9

Comparison

MARIGOLD HOTEL HOUSEKEEPING AUDIT

HOUSEKEEPING AUDIT		Feb 2018	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED		
1	Public Area	86	-	-
2	Procedures	88	-	-
3	Rest Rooms	92	-	-
4	Gloss Level	81	-	-
5	Linen and Laundry	90	-	-
6	Contractual Service	82	-	-
7	Records	85	-	-
8	Floors - Guest Rooms	91	-	-
Audit Score		● 87	-	-

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

Non-Compliance

Section: Public Area

Subsection: LOBBY

1: Ceiling. **NC**

☒ No

Observation Text :
undulations and patches at the lobby entrance

2: Lights / TV **NC**

☒ No

Observation Text :
wire protruding under the TV

3: Walls. **NC**

☒ No

Observation Text :
marble Wall cladding edges are chipped

4: Floor. **NC**

☒ No

Observation Text :
black stains on the marble floor

5: Furniture. **NC**

☒ No

Observation Text :
Conceirge counter bottom veneer chipped

Section: Public Area

Subsection: PEACOCK

1: Carpet. **NC**

☒ No

Attachments :
QUE1133_IMG_20180227_121455.jpg

Observation Text :
Has permanent stains

2: Ceiling. **NC**

☒ No

Observation Text :
cracks and paint peeling

3: Walls. **NC**



Attachments :

QUE1137_IMG_20180227_121635.jpg

Observation Text :

wall panel edges chipped

4: Fabric. **NC**



Observation Text :

dust on the panel board fabric

5: Floor. **NC**



Observation Text :

marble to be polished

6: Dusting. **NC**



Observation Text :

Dust on the wall panels

Section: Public Area

Subsection: AMBER

1: Doors **NC**



Observation Text :

stains on the doors

2: Carpet. **NC**



Attachments :

QUE1153_IMG_20180226_121252.jpg

3: Panels. **NC**



Attachments :

QUE1159_IMG_20180226_121451.jpg

Observation Text :

stains on panel fabric

Section: Public Area

Subsection: TEAL

1: Carpet. **NC**



Attachments :

QUE1173_IMG_20180226_122128.jpg

Observation Text :
pan stains on carpet

2: Panels. **NC**

☒ No

Attachments :

QUE1179_IMG_20180226_122246.jpg

Observation Text :
stains on wall panel fabric

Section: Public Area

Subsection: SAFFRONSOUL

1: Doors **NC**

☒ No

Observation Text :
dust on the doors

2: Furniture. **NC**

☒ No

Attachments :

QUE1204_IMG_20180226_124456.jpg

Observation Text :
chair base stuff marks

Section: Public Area

Subsection: CYAN

1: Carpet. **NC**

☒ No

Observation Text :
stains on the carpet

Section: Public Area

Subsection: MYSTIQUE BAR

1: Walls. **NC**

☒ No

Attachments :

QUE1237_IMG_20180226_155826.jpg

Observation Text :
stains on wall beside the TV

Section: Public Area

Subsection: AZURE

1: Carpet. **NC**



Attachments :

QUE1253_IMG_20180226_121745.jpg

Observation Text :

stains on the carpet

2: Panels. **NC**



Attachments :

QUE1259_IMG_20180226_121908.jpg

Observation Text :

stains on wall panel fabric

Section: Public Area

Subsection: MEKONG

1: Fabric. **NC**



Attachments :

QUE1280_IMG_20180226_123635.jpg

Observation Text :

sofa upholstery is faded

Section: Rest Rooms

Subsection: GENTS TOILET

1: Maintenance. **NC**



Observation Text :

Wash basin tap leaking

2: W/C **NC**



Observation Text :

brown stains to be cleaned

Section: Rest Rooms

Subsection: LADIES LOCKER

1: Maintenance. **NC**



Observation Text :

Ac water leakage

2: Mirror **NC**



Attachments :

QUE1330_IMG_20180227_110102.jpg

Observation Text :

Desilvered and frame to be polished

Section: Rest Rooms

Subsection: LOBBY GENTS REST ROOM

1: Door /Walls / Ceiling **NC**

☒ No

Attachments :

QUE1345_IMG_20180226_124946.jpg

Observation Text :

entrance wall to be painted

Section: Rest Rooms

Subsection: LOBBY LADIES REST ROOM

1: Maintenance. **NC**

☒ No

Attachments :

QUE1350_IMG_20180226_125124.jpg

Observation Text :

wall behind the counter nappy counter to be painted

2: Soap /Supplies **NC**

☒ No

Observation Text :

spare toilet rolls not placed

Section: Rest Rooms

Subsection: EXECUTIVES LADIES LOCKER

1: Smell. **NC**

☒ No

Observation Text :

smell at Wc area

Section: Floors - Guest Rooms

Subsection: 3134

1: WINDOW PANE \ LEDGES **NC**

☒ No

Attachments :

QUE1519_IMG_20180226_130105.jpg

Observation Text :

dust on window ledge from outside

2: MAINTENANCE **NC**

☒ No

Observation Text :

Room ceiling patches of painting

3: BATHTUB \ WC. **NC**

☒ No

Attachments :

QUE1530_IMG_20180226_130325.jpg

Observation Text :

wc seat cover scratched

Section: Floors - Guest Rooms

Subsection: 3135

1: BED LINEN. **NC**

☒ No

Attachments :

QUE1540_IMG_20180226_130633.jpg

Observation Text :

pillow covers creased

2: MAINTENANCE **NC**

☒ No

Observation Text :

Wall undulations and cracks beside lounge chairs

3: FLOORS. **NC**

☒ No

Attachments :

QUE1549_IMG_20180226_130850.jpg

Observation Text :

dust particles behind the bathroom door at corner

Section: Floors - Guest Rooms

Subsection: 3163

1: MAINTENANCE **NC**

☒ No

Attachments :

QUE1564_IMG_20180226_131306.jpg

Observation Text :

wall beside headboard has cracks

Section: Floors - Guest Rooms

Subsection: 3162

1: Floor **NC**

☒ No

Observation Text :

dust on floor under the bedside table

2: MAINTENANCE **NC**

☒ No

Observation Text :

wall beside head board has cracks

3: FLOORS. **NC**

☒ No

Attachments :

QUE1609_IMG_20180226_131908.jpg

Observation Text :

particles behind the door

Section: Floors - Guest Rooms

Subsection: 3159

1: MAINTENANCE **NC**

☒ No

Attachments :

QUE1624_IMG_20180226_132306.jpg

Section: Floors - Guest Rooms

Subsection: 3157

1: MAINTENANCE **NC**

☒ No

Observation Text :

wall paper joints opening up above the headboard

2: MAINTENANCE. **NC**

☒ No

Attachments :

QUE1654_IMG_20180226_133048.jpg

Observation Text :

scales on shower head

Section: Floors - Guest Rooms

Subsection: 3115

1: MAINTENANCE. **NC**

☒ No

Attachments :

QUE1674_IMG_20180226_133901.jpg

Observation Text :

loose wire under the mirror

Section: Floors - Guest Rooms

Subsection: 3107

1: MAINTENANCE **NC**☒ No

Observation Text :

cracks on wall beside the lounge chair

2: BATHTUB \ WC. **NC**☒ No

Attachments :

QUE1690_IMG_20180226_134415.jpg

Observation Text :

scratches on wc seat cover

Section: Floors - Guest Rooms**Subsection:** 3122**Section:** Floors - Guest Rooms**Subsection:** 11311: MAINTENANCE. **NC**☒ No

Observation Text :

wc seat plying

Section: Floors - Guest Rooms**Subsection:** 11011: MAINTENANCE. **NC**☒ No

Observation Text :

scaling on shower head

Section: Floors - Guest Rooms**Subsection:** 11081: BED LINEN. **NC**☒ No

Attachments :

QUE1760_IMG_20180226_140527.jpg

Observation Text :

bed fold not proper

2: MAINTENANCE. **NC**☒ No

Observation Text :

Bathroom ceiling undulations above the Wc

Section: Floors - Guest Rooms**Subsection:** 1160

1: BED LINEN. **NC**☒ No

Observation Text :
creases on duvet cover

2: BATHTUB \ WC. **NC**☒ No

Attachments :
QUE1790_IMG_20180226_141403.jpg

Observation Text :
water scales on the wall tiles beside the wc

3: MAINTENANCE. **NC**☒ No

Observation Text :
scales on the shower head

Section: Floors - Guest Rooms**Subsection:** 11581: DUSTING **NC**☒ No

Observation Text :
dust on the hanging light Cable

2: BATHTUB \ WC. **NC**☒ No

Attachments :
QUE1810_IMG_20180226_141921.jpg

Observation Text :
scratches on wc seat cover

3: MAINTENANCE. **NC**☒ No

Observation Text :
scales on shower head

Section: Floors - Guest Rooms**Subsection:** 21351: MAINTENANCE **NC**☒ No

Attachments :
QUE1824_IMG_20180226_152128.jpg

Observation Text :
Tv wires to be concealed

2: MAINTENANCE. **NC**
☒ No

Observation Text :
scales on shower head

Section: Floors - Guest Rooms**Subsection:** 21551: Walls/ Photo Frames **NC**
☒ No
2: MAINTENANCE. **NC**
☒ No

Attachments :
QUE1854_IMG_20180226_152812.jpg

Observation Text :
bathroom door corners paint peeling

Section: Floors - Guest Rooms**Subsection:** 21511: BATHTUB \ WC. **NC**
☒ No

Observation Text :
urinal smell in the wc

Section: Floors - Guest Rooms**Subsection:** 21201: Walls/ Photo Frames **NC**
☒ No

Observation Text :
Not aligned (up and down)

2: MAINTENANCE. **NC**
☒ No

Observation Text :
scaling on the shower head

Section: Floors - Guest Rooms**Subsection:** 21191: MAINTENANCE **NC**
☒ No

Attachments :
QUE1904_IMG_20180226_154243.jpg

Observation Text :
Trap door to be closed

2: MAINTENANCE. **NC**☒ No

Attachments :

QUE1914_IMG_20180226_154406.jpg

Observation Text :

wires hanging under the mirror

Section: Floors - Guest Rooms**Subsection:** 21101: BATHTUB \ WC. **NC**☒ No

Observation Text :

grouting in floor and Wall tiles at corners discoloured

Section: Gloss Level**Subsection:** Marble Floor1: Bell Desk **NC**

Rating: 7

2: Lobby Entrance **NC**

Rating: 7

3: Guest elevator opposite **NC**

Rating: 7

Chronic

Section: Public Area

Subsection: PEACOCK

1: Ceiling. **NC**

☒ No

Observation Text :
cracks and paint peeling

Section: Public Area

Subsection: AMBER

1: Doors **NC**

☒ No

Observation Text :
stains on the doors

Section: Public Area

Subsection: TEAL

1: Panels. **NC**

☒ No

Attachments :
QUE1179_IMG_20180226_122246.jpg

Observation Text :
stains on wall panel fabric

Section: Public Area

Subsection: AZURE

1: Panels. **NC**

☒ No

Attachments :
QUE1259_IMG_20180226_121908.jpg

Observation Text :
stains on wall panel fabric

Section: Rest Rooms

Subsection: GENTS TOILET

1: Maintenance. **NC**

☒ No

Observation Text :
Wash basin tap leaking

Section: Rest Rooms

Subsection: LADIES LOCKER

1: Maintenance. **NC**

☒ No

Observation Text :

Ac water leakage

Section: Rest Rooms

Subsection: LOBBY LADIES REST ROOM

1: Maintenance. **NC**

☒ No

Attachments :

QUE1350_IMG_20180226_125124.jpg

Observation Text :

wall behind the counter nappy counter to be painted

Section: Floors - Guest Rooms

Subsection: 1158

1: BATHTUB \ WC. **NC**

☒ No

Attachments :

QUE1810_IMG_20180226_141921.jpg

Observation Text :

scratches on wc seat cover

Section: Floors - Guest Rooms

Subsection: 2155

1: Walls/ Photo Frames **NC**

☒ No

Audit Questionnaire

Section: Public Area

Subsection: LOBBY

1: Doors

☒ Yes

2: Signage's

☒ Yes

3: Carpet. ☒ Not Applicable

4: Ceiling. **NC**

☒ No

Observation Text :

undulations and patches at the lobby entrance

5: Lights / TV **NC**

☒ No

Observation Text :

wire protruding under the TV

6: AC grills/Exhaust.

☒ Yes

7: Walls. **NC**

☒ No

Observation Text :

marble Wall clading edges are chipped

8: Paintings.

☒ Yes

9: Panels.

☒ Yes

10: Fabric.

☒ Yes

11: Floor. **NC**

☒ No

Observation Text :

black stains on the marble floor

12: Dusting.

☒ Yes

13: Skirting.

☒ Yes

14: Furniture. **NC**

☒ No

Observation Text :

Conceirge counter bottom veneer chipped

15: Upholstery.

☒ Yes

16: Polishing.

☒ Yes

17: Accessories.

☒ Yes

18: Banquet/Tables.

☒ Yes

19: Brass/Copper.

☒ Yes

20: Window panes/Ledges.

☒ Yes

Section: Public Area

Subsection: PEACOCK

1: Doors

☒ Yes

2: Signage's

☒ Yes

3: Carpet. **NC**

☒ No

Attachments :

QUE1133_IMG_20180227_121455.jpg

Observation Text :

Has permanent stains

4: Ceiling. **NC**

☒ No

Observation Text :

cracks and paint peeling

5: Lights / TV

☒ Yes

6: AC grills/Exhaust.

☒ Yes

7: Walls. **NC**

☒ No

Attachments :

QUE1137_IMG_20180227_121635.jpg

Observation Text :

wall panel edges chipped

8: Paintings. ☒ Not Applicable

9: Panels.

☒ Yes

10: Fabric. **NC**

☒ No

Observation Text :

dust on the panel board fabric

11: Floor. **NC**

☒ No

Observation Text :

marble to be polished

12: Dusting. **NC**

☒ No

Observation Text :

Dust on the wall panels

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. ☒ Not Applicable

Section: Public Area

Subsection: AMBER

1: Doors **NC**

☒ No

Observation Text :
stains on the doors

2: Signage's

☒ Yes

3: Carpet. **NC**

☒ No

Attachments :
QUE1153_IMG_20180226_121252.jpg

4: Ceiling.

☒ Yes

5: Lights / TV

☒ Yes

6: AC grills/Exhaust.

☒ Yes

7: Walls.

☒ Yes

8: Paintings. ☒ Not Applicable

9: Panels. **NC**

☒ No

Attachments :
QUE1159_IMG_20180226_121451.jpg

Observation Text :
stains on panel fabric

10: Fabric.

☒ Yes

11: Floor.

☒ Yes

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. ☒ Not Applicable

20: Window panes/Ledges.

☒ Yes

Section: Public Area

Subsection: TEAL

1: Doors

☒ Yes

2: Signage's

☒ Yes

3: Carpet. **NC**

☒ No

Attachments :

QUE1173_IMG_20180226_122128.jpg

Observation Text :

pan stains on carpet

4: Ceiling.

☒ Yes

5: Lights / TV

☒ Yes

6: AC grills/Exhaust.

☒ Yes

7: Walls.

☒ Yes

8: Paintings.

☒ Yes

9: Panels. **NC**

☒ No

Attachments :

QUE1179_IMG_20180226_122246.jpg

Observation Text :

stains on wall panel fabric

10: Fabric.

☒ Yes

11: Floor.

☒ Yes

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: Public Area

Subsection: SAFFRONSOUL

1: Doors **NC**

☐ No

Observation Text :
dust on the doors

2: Signage's

☐ Yes

Attachments :

QUE1192_IMG_20180226_124144.jpg

3: Carpet. ☒ Not Applicable

4: Ceiling.

☐ Yes

5: Lights / TV

☐ Yes

6: AC grills/Exhaust.

☐ Yes

7: Walls.

☐ Yes

8: Paintings. ☒ Not Applicable

9: Panels.

☐ Yes

10: Fabric. ☒ Not Applicable

11: Floor.

☐ Yes

12: Dusting.

☐ Yes

13: Skirting.

☐ Yes

14: Furniture. **NC**

☐ No

Attachments :

QUE1204_IMG_20180226_124456.jpg

Observation Text :
chair base stuff marks

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: CYAN

1: Doors

☒ Yes

2: Signage's

☒ Yes

3: Carpet. **NC**

☒ No

Observation Text :
stains on the carpet

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.

☒ 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: MYSTIQUE BAR

1: Doors

☒ Yes

2: Signage's

☒ Yes

3: Carpet.

☒ Yes

4: Ceiling.

☒ Yes

5: Lights / TV

☒ Yes

6: AC grills/Exhaust.

☒ Yes

7: Walls. **NC**

☒ No

Attachments :

QUE1237_IMG_20180226_155826.jpg

Observation Text :

stains on wall beside the TV

8: Paintings.

☒ Yes

9: Panels.

☒ Yes

10: Fabric.

☒ Yes

11: Floor.

☒ Yes

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:** Public Area**Subsection:** AZURE

1: Doors

☒ Yes

2: Signage's

☒ Yes

3: Carpet. **NC**

☒ No

Attachments :

QUE1253_IMG_20180226_121745.jpg

Observation Text :

stains on the carpet

4: Ceiling.

☒ Yes

5: Lights / TV

☒ Yes

6: AC grills/Exhaust.

☒ Yes

7: Walls.

☒ Yes

8: Paintings.

☒ Yes

9: Panels. **NC**

☒ No

Attachments :

QUE1259_IMG_20180226_121908.jpg

Observation Text :

stains on wall panel fabric

10: Fabric.

☒ Yes

11: Floor.

☒ Yes

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. ☒ Not Applicable

20: Window panes/Ledges.

☒ Yes

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.

☒ Yes

7: Walls.

☒ Yes

8: Paintings.

☒ Yes

9: Panels.

☒ Yes

10: Fabric. **NC**

☒ No

Attachments :

QUE1280_IMG_20180226_123635.jpg

Observation Text :

sofa upholstery is faded

11: Floor.

☒ Yes

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

2: Tea /coffee making facility in the room.

Rating: 9

3: Room history maintenance.

Rating: 9

4: Table / wardrobe drawers in guest rooms.

Rating: 9

5: Housekeeping - Machines.

Rating: 9

6: Housekeeping - Turndown service.

Rating: 9

7: Bathroom amenities for double occupancy rooms.

Rating: 9

8: Suite bathroom amenities .

Rating: 9

9: Magazines provided to guest rooms.

Rating: 9

10: Laundry - garment finishing standards.

Rating: 9

11: Carpets.

Rating: 9

12: Care and maintenance of runners.

Rating: 8

13: Standardized in room items.

Rating: 8

Observation Text :

coffee tables are short in 7 rooms

14: Sleep quality comfort.

Rating: 9

15: Specification of cleaning chemicals.

Rating: 9

16: Standardized bed linen / mattress / foundation.

Rating: 9

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

Rating: 9

18: Measurable instruments for quality / standards measurements.

Rating: 9

19: Guest-laundry pickup.

Rating: 8

Observation Text :

Done in 5 mnts

Section: Rest Rooms

Subsection: GENTS TOILET

1: Taps.

☒ Yes

2: Maintenance. **NC**

☐ No

Observation Text :

Wash basin tap leaking

3: Smell.

☐ Yes

4: Floor.

☐ Yes

5: Tiles.

☐ Yes

6: W/C **NC**

☐ No

Observation Text :

brown stains to be cleaned

7: Basin.

☐ Yes

8: Mirror

☐ Yes

9: Soap /Supplies

☐ Yes

10: Door /Walls / Ceiling

☐ Yes

11: Exhaust

☐ Yes

12: Urinal.

☐ Yes

13: Mattress / Other yhings

☐ Yes

Section: Rest Rooms

Subsection: LADIES LOCKER

1: Taps.

☐ Yes

2: Maintenance. **NC**

☐ No

Observation Text :

Ac water leakage

3: Smell.

☒ Yes

4: Floor.

☒ Yes

5: Tiles.

☒ Yes

6: W/C

☒ Yes

7: Basin.

☒ Yes

8: Mirror **NC**

☒ No

Attachments :

QUE1330_IMG_20180227_110102.jpg

Observation Text :

Desilvered and frame to be polished

9: Soap /Supplies

☒ Yes

10: Door /Walls / Ceiling

☒ Yes

11: Exhaust

☒ Yes

12: Urinal. ☒ Not Applicable

13: Mattress / Other yhings

☒ 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

☒ Yes

7: Basin.

☒ Yes

8: Mirror

☒ Yes

9: Soap /Supplies

☒ Yes

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

☒ No

Attachments :

QUE1345_IMG_20180226_124946.jpg

Observation Text :

entrance wall to be painted

11: Exhaust

☒ Yes

12: Urinal.

☒ Yes

13: Mattress / Other yhings ☒ Not Applicable

Section: Rest Rooms

Subsection: LOBBY LADIES REST ROOM

1: Taps.

☒ Yes

2: Maintenance. **NC**

☒ No

Attachments :

QUE1350_IMG_20180226_125124.jpg

Observation Text :

wall behind the counter nappy counter to be painted

3: Smell.

☒ Yes

4: Floor.
☒ Yes

5: Tiles.
☒ Yes

6: W/C
☒ Yes

7: Basin.
☒ Yes

8: Mirror
☒ Yes

9: Soap /Supplies **NC**
☒ No

Observation Text :
 spare toilet rolls not placed

10: Door /Walls / Ceiling
☒ Yes

11: Exhaust
☒ Yes

12: Urinal. ☒ Not Applicable

13: Mattress / Other yhings ☒ Not Applicable

Section: Rest Rooms

Subsection: BANQUET 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 yhings ☒ Not Applicable

Section: Rest Rooms

Subsection: BANQUET LADIES 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. ☒ Not Applicable

13: Mattress / Other yhings ☒ Not Applicable

Section: Rest Rooms

Subsection: EXECUTIVES GENTS LOCKER

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 yhings

☒ Yes

Section: Rest Rooms

Subsection: EXECUTIVES LADIES LOCKER

1: Taps.

☒ Yes

2: Maintenance.

☒ Yes

3: Smell. **NC**

☒ No

Observation Text :
smell at Wc area

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. ☒ Not Applicable

13: Mattress / Other yhings

☒ Yes

Section: Floors - Guest Rooms

Subsection: 3134

1: Ceiling

☒ Yes

2: Walls/ Photo Frames

☒ Yes

3: Floor

☒ Yes

4: WINDOW PANE \ LEDGES **NC**

☒ No

Attachments :

QUE1519_IMG_20180226_130105.jpg

Observation Text :

dust on window ledge from outside

5: BED LINEN.

☒ Yes

6: UPHOLSTRY \ CURTAINS

☒ Yes

7: TV \ TEL \ AC.

☒ Yes

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE **NC**

☒ No

Observation Text :

Room ceiling patches of painting

10: DUSTING

☒ Yes

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS.

☒ Yes

14: FLOORS.

☒ Yes

15: BATHTUB \ WC. **NC**

☒ No

Attachments :

QUE1530_IMG_20180226_130325.jpg

Observation Text :

wc seat cover scratched

16: WASHBASIN \ COUNTER

☒ Yes

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 3135

1: Ceiling

☒ Yes

2: Walls/ Photo Frames

☒ Yes

3: Floor

☒ Yes

4: WINDOW PANE \ LEDGES

☒ Yes

5: BED LINEN. **NC**

☐ No

Attachments :

QUE1540_IMG_20180226_130633.jpg

Observation Text :

pillow covers creased

6: UPHOLSTRY \ CURTAINS

☒ Yes

7: TV \ TEL \ AC.

☒ Yes

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE **NC**

☐ No

Observation Text :

Wall undulations and cracks beside lounge chairs

10: DUSTING

☒ Yes

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS.

☒ Yes

14: FLOORS. **NC**

☐ No

Attachments :

QUE1549_IMG_20180226_130850.jpg

Observation Text :

dust particles behind the bathroom door at corner

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: 3163

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 :

QUE1564_IMG_20180226_131306.jpg

Observation Text :

wall beside headboard has cracks

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: 3162

1: Ceiling

☒ Yes

2: Walls/ Photo Frames

☒ Yes

3: Floor **NC**

☐ No

Observation Text :

dust on floor under the bedside table

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 :

wall beside head board has cracks

10: DUSTING

☒ Yes

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS.

☒ Yes

14: FLOORS. **NC**

☒ No

Attachments :

QUE1609_IMG_20180226_131908.jpg

Observation Text :

particles behind the door

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: 3159

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 :

QUE1624_IMG_20180226_132306.jpg

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: 3157

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

Observation Text :

wall paper joints opening up above the headboard

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 :

QUE1654_IMG_20180226_133048.jpg

Observation Text :

scales on shower head

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 3115

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. **NC**

☒ No

Attachments :

QUE1674_IMG_20180226_133901.jpg

Observation Text :

loose wire under the mirror

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 3107

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

Observation Text :

cracks on wall beside the lounge chair

10: DUSTING

☒ Yes

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS.

☒ Yes

14: FLOORS.

☒ Yes

15: BATHTUB \ WC. **NC**

☐ No

Attachments :

QUE1690_IMG_20180226_134415.jpg

Observation Text :

scratches 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: 3122

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: 1131

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. **NC**

☐ No

Observation Text :

wc seat plying

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 1101

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. **NC**

☐ No

Observation Text :

scaling on shower head

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 1108

1: Ceiling

☒ Yes

2: Walls/ Photo Frames

☒ Yes

3: Floor

☒ Yes

4: WINDOW PANE \ LEDGES

☒ Yes

5: BED LINEN. **NC**

☒ No

Attachments :

QUE1760_IMG_20180226_140527.jpg

Observation Text :

bed fold 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. **NC**

☒ No

Observation Text :

Bathroom ceiling undulations above the Wc

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 1160

1: Ceiling

☒ Yes

2: Walls/ Photo Frames

☒ Yes

3: Floor

☒ Yes

4: WINDOW PANE \ LEDGES

☒ Yes

5: BED LINEN. **NC**

☒ No

Observation Text :

creases on duvet cover

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 :

QUE1790_IMG_20180226_141403.jpg

Observation Text :

water scales on the wall tiles beside the wc

16: WASHBASIN \ COUNTER

☒ Yes

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE. **NC**

☒ No

Observation Text :

scales on the shower head

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 1158

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 **NC**

☒ No

Observation Text :

dust on the hanging light Cable

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS.

☒ Yes

14: FLOORS.

☒ Yes

15: BATHTUB \ WC. **NC**

☒ No

Attachments :

QUE1810_IMG_20180226_141921.jpg

Observation Text :

scratches on wc seat cover

16: WASHBASIN \ COUNTER

☒ Yes

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE. **NC**

☐ No

Observation Text :

scales on shower head

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 2135

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 :

QUE1824_IMG_20180226_152128.jpg

Observation Text :

Tv wires to be concealed

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

Observation Text :

scales on shower head

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 2155

1: Ceiling

☒ Yes

2: Walls/ Photo Frames **NC**

☐ No

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. **NC**

☒ No

Attachments :

QUE1854_IMG_20180226_152812.jpg

Observation Text :

bathroom door corners paint peeling

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 2151

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 :

urinal smell in the wc

16: WASHBASIN \ COUNTER

☒ Yes

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 2120

1: Ceiling

☒ Yes

2: Walls/ Photo Frames **NC**

☒ No

Observation Text :

Not aligned (up and down)

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. **NC**

☒ No

Observation Text :

scaling on the shower head

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 2119

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 :

QUE1904_IMG_20180226_154243.jpg

Observation Text :

Trap door to be closed

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 :

QUE1914_IMG_20180226_154406.jpg

Observation Text :

wires hanging under the mirror

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 2110

- 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 :

grouting in floor and Wall tiles at corners discoloured

- 16: WASHBASIN \ COUNTER
☒ Yes

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Gloss Level

Subsection: Marble Floor

1: Lobby ☒ Not Applicable

2: Reception.

Rating: 8

3: Travel desk. ☒ Not Applicable

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 **NC**

Rating: 7

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 ☒ Not Applicable

15: Lobby Gents rest room

Rating: 9

16: Lobby Ladies rest room

Rating: 9

17: Banquets Gents rest room

Rating: 9

18: Banquets Ladies rest room

Rating: 9

19: Gardenia entrance ☒ Not Applicable

Section: Linen and Laundry

Subsection: Linen, Laundry & Guest Laundry

1: Linen room stacking

Rating: 9

2: Par stocks

Rating: 9

3: Annual indent

Rating: 9

4: Discards

Rating: 9

5: Quality of uniforms

Rating: 9

6: Quality of linen

Rating: 9

7: Uniform calendar

Rating: 9

8: Exchange timing

Rating: 9

9: Uniform exchange system

Rating: 9

10: Inventory of F&B Linen

Rating: 9

11: Inventory of Room linen

Rating: 9

12: Inventory of uniforms

Rating: 9

13: Pick up collection standards

Rating: 9

Observation Text :

done in 3 mnts

14: Sorting & Checking

Rating: 9

15: Marking & Tagging

Rating: 9

16: Processing

Rating: 9

17: Finishing

Rating: 9

18: Packing

Rating: 9

19: Billing

Rating: 9

20: Delivery

Rating: 9

21: Condition of machines

Rating: 9

22: Equipment, Preventive maintenance

Rating: 9

23: Standardized chemicals

Rating: 9

24: Sorting standards

Rating: 9

25: Washing standards

Rating: 9

26: Finishing standards

Rating: 9

27: Stacking standards

Rating: 9

28: Awareness of snow white initiatives

Rating: 9

29: Comfortable temperature in laundry

Rating: 9

30: Safe work practices

Rating: 9

31: Use of safety equipment

Rating: 8

32: Quality of processed articles

Rating: 9

Section: Contractual Service

Subsection: Contractual Service

1: Schedule of treatment for rooms

Rating: 8

Observation Text :

Once in 3 months

2: Schedule of treatment for kitchen

Rating: 8

Observation Text :

Every week

3: Schedule of treatment for F&B outlets

Rating: 8

Observation Text :

Every week

4: Standards of chemicals

Rating: 9

5: Staff uniform and grooming

Rating: 9

6: Effectiveness

Rating: 8

7: Quality of flowers & flower vase

Rating: 9

8: Costing

Rating: 8

Observation Text :

with in the budget

9: Skill knowledge

Rating: 8

10: Maintenance of plants

Rating: 8

11: Quality of landscaping

Rating: 8

12: Overall impression

Rating: 8

13: Periphery of the hotel

Rating: 8

Section: Records

Subsection: Records & Reports

1: Guest supplies

Rating: 8

Observation Text :
with in the budget

2: Cleaning supplies

Rating: 8

Observation Text :
with in the budget

3: Linen

Rating: 8

4: Uniforms

Rating: 8

5: Lost and found records

Rating: 9

6: L&F issues to the claimant

Rating: 9

7: L&F storage

Rating: 9

8: L&F Letters to guests

Rating: 9

Observation Text :
SMS being sent from floor mobiles.

9: L&F Disposals

Rating: 8

Observation Text :

Done till April-17

10: Room history

Rating: 9

11: Duty roaster & allocation register

Rating: 8

12: Attendance record

Rating: 9

13: Log book messages and follow up

Rating: 9

14: Occupancy report (Twice a day)

Rating: 9

15: Under repair status

Rating: 8

16: DND List

Rating: 9

17: Property upkeep Report

Rating: 8

18: Monthly meeting reports

Rating: 8