

Audit Report for Audit ID - AU0074-2

SNO	Public Area	OUT	CHANCERY	RESIDENCY	TULIPS	MUSTANG BAR	CONSULATE	LOBBY	SENATE	MEKONG	CONVENTION HALL	RNG	OBTAINED SCORE
1	Doors	N/A	C	N/A	C	C	C	C	N/A	C	C	N/A	64
2	Signage's	N/A	C	N/A	C	C	C	C	N/A	C	C	N/A	64
3	Carpet.	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0
4	Ceiling.	N/A	NC	N/A	C	C	NC	NC	N/A	C	C	NC	36
5	Lights / TV	N/A	C	N/A	C	C	C	C	N/A	C	C	C	73
6	AC grills/Exhaust.	N/A	NC	N/A	C	C	NC	C	N/A	C	C	C	55
7	Walls.	N/A	C	N/A	NC	C	C	C	N/A	C	N/A	C	55
8	Paintings.	N/A	N/A	N/A	C	C	N/A	C	N/A	C	N/A	C	45
9	Panels.	N/A	NC	N/A	N/A	C	C	N/A	N/A	N/A	N/A	N/A	18
10	Fabric.	N/A	C	N/A	N/A	N/A	C	N/A	N/A	C	N/A	C	36
11	Floor.	N/A	C	N/A	C	C	C	C	N/A	C	C	C	73
12	Dusting.	N/A	C	N/A	C	C	C	C	N/A	C	C	C	73
13	Skirting.	N/A	C	N/A	C	C	C	C	N/A	C	C	C	73
14	Furniture.	N/A	C	N/A	C	C	C	C	N/A	C	C	C	73
15	Upholstery.	N/A	C	N/A	NC	C	C	C	N/A	NC	NC	NC	36
16	Polishing.	N/A	C	N/A	C	C	C	C	N/A	C	N/A	C	64
17	Accessories.	N/A	C	N/A	C	C	C	C	N/A	C	C	C	73
18	Banquet/Tables.	N/A	C	N/A	C	C	NC	C	N/A	C	C	C	64
19	Brass/Copper.	N/A	N/A	N/A	N/A	C	N/A	NC	N/A	C	N/A	N/A	18
20	Window panes/Ledges.	N/A	C	N/A	C	N/A	C	C	N/A	C	C	C	64

SNO	Floors - Guest Rooms	328	241	402	404	407	509	428	515	432	411	505	415	501	426	306	320	308	OBTAINED SCORE
1	WINDOW PANE \ LEDGES	C	C	NC	C	C	C	NC	C	C	C	C	C	C	C	C	NC	C	82
2	BED LINEN.	C	C	NC	C	C	C	C	C	NC	C	C	NC	C	C	NC	C	C	76
3	UPHOLSTRY \ CURTAINS	C	C	C	C	C	C	C	C	NC	C	C	C	C	C	C	C	NC	88
4	TV \ TEL \ AC.	C	NC	NC	C	NC	C	NC	C	NC	C	C	C	NC	NC	C	NC	C	53
5	SUPP \ STATIONERY.	C	C	C	NC	C	C	NC	C	C	C	C	NC	C	C	NC	C	C	76
6	MAINTENANCE	C	C	C	C	C	NC	C	C	C	NC	C	C	C	C	C	C	C	88
7	DUSTING	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
8	TIDINESS.	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
9	FURNITURE.	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
10	GUEST BATHROOMS.	C	NC	NC	NC	NC	C	C	NC	C	C	NC	C	NC	C	NC	C	NC	47
11	FLOORS.	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
12	BATHTUB \ WC.	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
13	WASHBASIN \ COUNTER	C	C	C	C	C	C	C	C	C	C	C	C	C	C	NC	C	C	94
14	MIRRORS.	C	C	C	C	NC	C	C	C	C	C	C	C	C	C	C	C	C	94
15	DUSTING.	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
16	MAINTENANCE.	C	C	C	C	C	NC	NC	NC	NC	C	C	C	C	NC	C	C	C	71
17	SUPP \ STATIONERY \ BATH LINEN	NC	C	C	C	C	C	C	C	C	NC	C	C	C	C	C	C	C	88
18	Ceiling	NC	C	C	C	C	C	NC	C	NC	C	C	C	C	C	NC	C	C	76
19	Walls/ Photo Frames	C	C	C	C	C	C	NC	C	NC	C	C	NC	C	C	C	C	C	82
20	Floor	C	NC	C	C	C	NC	C	C	C	C	C	C	C	C	C	C	C	88

SNO	Gloss Level	Marble Floor	OBTAINED SCORE	
1	Lobby	C	100	
2	Reception.	C	100	
3	Travel desk.	NC	0	
4	OUT Entrance.	C	100	
5	Bell Desk	NC	0	
6	Lobby lounge	C	100	
7	Lobby Entrance	C	100	
8	Guest elevator opposite	C	100	
9	Opposite to banquet office	N/A	0	
10	Gardenia entrance	N/A	N/A	C 33
11	Senate	N/A	0	
12	Prefunction of Residency	N/A	0	
13	Tulips	C	100	
14	Lobby Gents rest room	N/A	0	
15	Lobby Ladies rest room	N/A	0	
16	Banquets Gents rest room	N/A	0	
17	Banquets Ladies rest room	N/A	0	

SNO	Procedures	GUEST ROOMS	OBTAINED SCORE
1	Bathroom linen standardization.	NC	0
2	Tea /coffee making facility in the room.	C	100
3	Room history maintenance.	C	100
4	Table / wardrobe drawers in guest rooms.	C	100
5	Housekeeping - Machines.	NC	0
6	Housekeeping - Turndown service.	NC	0
7	Bathroom amenities for double occupancy rooms.	C	100
8	Suite bathroom amenities .	C	100
9	Magazines provided to guest rooms.	C	100
10	Laundry - garment finishing standards.	C	100
11	Carpets.	NC	0
12	Care and maintenance of runners.	N/A	0
13	Standardized in room items.	C	100
14	Sleep quality comfort.	NC	0
15	Specification of cleaning chemicals.	C	100
16	Standardized bed linen / mattress / foundation.	C	100
17	Standardization of par levels for room linen and table linen.	NC	0
18	Measurable instruments for quality / standards measurements.	C	100
19	Guest-laundry pickup.	C	100

SNO	Linen and Laundry	Linen, Laundry & Guest Laundry	OBTAINED SCORE
1	Pick up collection standards	C	100
2	Sorting & Checking	C	100
3	Marking & Tagging	C	100
4	Processing	C	100

5	Finishing	C	100
6	Packing	C	100
7	Billing	C	100
8	Delivery	C	100
9	Condition of machines	C	100
10	Equipment, Preventive maintenance	C	100
11	Standardized chemicals	C	100
12	Sorting standards	C	100
13	Washing standards	C	100
14	Finishing standards	C	100
15	Stacking standards	C	100
16	Awareness of snow white initiatives	C	100
17	Comfortable temperature in laundry	C	100
18	Safe work practices	C	100
19	Use of safety equipment	C	100
20	Quality of processed articles	C	100
21	Linen room stacking	C	100
22	Par stocks	C	100
23	Annual indent	C	100
24	Discards	C	100
25	Quality of uniforms	NC	0
26	Quality of linen	NC	0
27	Uniform calendar	C	100
28	Exchange timing	C	100
29	Uniform exchange system	C	100
30	Inventory of F&B Linen	C	100
31	Inventory of Room linen	C	100
32	Inventory of uniforms	C	100

SNO	Records	Records & Reports	OBTAINED SCORE
1	Guest supplies	C	100
2	Cleaning supplies	C	100
3	Linen	C	100
4	Uniforms	C	100
5	Lost and found records	C	100
6	L&F issues to the claimant	C	100
7	L&F storage	C	100
8	L&F Letters to guests	C	100
9	L&F Disposals	C	100
10	Room history	C	100
11	Duty roaster & allocation register	C	100
12	Attendance record	C	100
13	Log book messages and follow up	C	100
14	Occupancy report (Twice a day)	C	100
15	Under repair status	C	100
16	DND List	C	100
17	Property upkeep Report	C	100

18	Monthly meeting reports	C	100
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SNO	Contractual Service	Contractual Service	OBTAINED SCORE
1	Schedule of treatment for rooms	C	100
2	Schedule of treatment for kitchen	C	100
3	Schedule of treatment for F&B outlets	C	100
4	Standards of chemicals	C	100
5	Staff uniform and grooming	C	100
6	Effectiveness	NC	0
7	Quality of flowers & flower vase	NC	0
8	Costing	C	100
9	Skill knowledge	NC	0
10	Maintenance of plants	C	100
11	Quality of landscaping	NC	0
12	Overall impression	C	100
13	Periphery of the hotel	C	100

SNO	Rest Rooms	LADIES LOCKER	LOBBY GENTS REST ROOM	LOBBY LADIES REST ROOM	BANQUET GENTS REST ROOM	BANQUET LADIES REST ROOM	EXECUTIVES GENTS LOCKER	OTB LADIES REST ROOM	OTB GENTS REST ROOM	STAFF GENTS LOCKER	OBTAINED SCORE
1	W/C	NC	N/A	N/A	NC	NC	NC	C	NC	NC	11
2	Basin.	C	N/A	N/A	NC	C	C	C	C	C	67
3	Mirror	C	N/A	N/A	C	C	NC	C	NC	NC	44
4	Soap /Supplies	C	N/A	N/A	C	C	C	C	C	C	78
5	Door /Walls / Ceiling	NC	N/A	N/A	C	C	C	C	C	NC	56
6	Exhaust	NC	N/A	N/A	C	C	NC	NC	C	NC	33
7	Urinal.	N/A	N/A	N/A	NC	N/A	NC	N/A	NC	NC	0
8	Mattress / Other things	C	N/A	N/A	N/A	N/A	C	C	N/A	C	44
9	Taps.	C	N/A	N/A	C	C	C	C	C	C	78
10	Maintenance.	C	N/A	N/A	NC	C	NC	C	NC	NC	33
11	Smell.	C	N/A	N/A	C	C	C	C	NC	C	67
12	Floor.	NC	N/A	N/A	C	C	NC	C	C	NC	44
13	Tiles.	NC	N/A	N/A	C	C	NC	C	C	NC	44