

Audit Report for Audit ID - AU0076-2

Housekeeping Audit

Audit Score

91/100

Details

Audit	AU0076
Scheduled Audit	AU0076-2
Location	Hyderabad
Hotel	Marigold Hotel
Department	House Keeping
Checklist	Housekeeping Audit
Audit Type	Internal
Auditor	Uday Bhasker Reddy
Start Date	01-06-2018
End Date	30-06-2018
Submitted Date	30-06-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	42
Chronic Issues	9

Comparison

MARIGOLD HOTEL HOUSEKEEPING AUDIT

HOUSEKEEPING AUDIT		Feb 2018	Jun 2018	VARIANCE	% of Increase / Decrease (-/+)
S.No	Sections	SCORE OBTAINED	SCORE OBTAINED		
1	Public Area	86	93	7	8.14%
2	Procedures	88	97	9	10.23%
3	Rest Rooms	92	93	1	1.09%
4	Gloss Level	81	71	-10	-12.35%
5	Linen and Laundry	90	96	6	6.67%
6	Contractual Service	82	90	8	9.76%
7	Records	85	92	7	8.24%
8	Floors - Guest Rooms	91	96	5	5.49%
Audit Score		● 87	● 91	4	4.6%

	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 door frame, under the baggage scanner

Section: Public Area

Subsection: PEACOCK

1: Carpet. **NC**

☒ No

2: Ceiling. **NC**

☒ No

Attachments :

QUE24_IMG_20180628_124857.jpg

Observation Text :

poor finish of putti at the entrance from prebanquet

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

☒ No

Observation Text :

dust on ac grills

4: Panels. **NC**

☒ No

Attachments :

QUE29_IMG_20180628_125124.jpg

Observation Text :

edges chipped

5: Fabric. **NC**

☒ No

Observation Text :

dust on the high level on the panels

Section: Public Area

Subsection: AMBER

1: Carpet. **NC**

☒ No

Attachments :

QUE43_IMG_20180628_125458.jpg

Observation Text :
stains to be spotted

Section: Public Area

Subsection: TEAL

1: Panels. **NC**

☒ No

Attachments :
QUE69_IMG_20180628_125821.jpg

Observation Text :
stained

Section: Public Area

Subsection: CYAN

1: Carpet. **NC**

☒ No

Attachments :
QUE103_IMG_20180628_131413.jpg

Observation Text :
stains to be spotted

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

☒ No

Attachments :
QUE120_IMG_20180628_131624.jpg

Observation Text :
window blinds are stained and have holes

Section: Public Area

Subsection: MYSTIQUE BAR

1: Carpet. **NC**

☒ No

Observation Text :
loose threads to be cut

Section: Public Area

Subsection: MEKONG

1: Fabric. **NC**

☒ No

Attachments :
QUE170_IMG_20180628_130823.jpg

Observation Text :
sofas fabric is faded

Section: Rest Rooms

Subsection: GENTS TOILET1: Taps. **NC**

Attachments :

QUE200_IMG_20180630_155919.jpg

Observation Text :

scaling on the taps

2: Basin. **NC**

Attachments :

QUE206_IMG_20180627_152059.jpg

Observation Text :

stains on the basin and cracked

Section: Rest Rooms**Subsection: LOBBY GENTS REST ROOM**1: Taps. **NC**

Attachments :

QUE226_IMG_20180630_160051.jpg

Observation Text :

scaling on the taps

2: Maintenance. **NC**

Attachments :

QUE227_IMG_20180630_160140.jpg

Observation Text :

socket is tilted

Section: Rest Rooms**Subsection: BANQUET GENTS REST ROOM**1: Maintenance. **NC**

Observation Text :

taps are loose

2: Floor. **NC**

Attachments :

QUE255_IMG_20180630_161037.jpg

Observation Text :

chipped in front of washbasins

Section: Rest Rooms**Subsection:** BANQUET LADIES REST ROOM1: Floor. **NC**☒ No

Attachments :

QUE268_IMG_20180630_160741.jpg

Observation Text :

cracks and floor chipped

Section: Floors - Guest Rooms**Subsection:** 31451: Floor **NC**☒ No2: MAINTENANCE **NC**☒ No**Section:** Floors - Guest Rooms**Subsection:** 3146**Section:** Floors - Guest Rooms**Subsection:** 3150**Section:** Floors - Guest Rooms**Subsection:** 31571: Walls/ Photo Frames **NC**☒ No

Attachments :

QUE467_IMG_20180627_123910.jpg

Observation Text :

wall paper joints opening up

Section: Floors - Guest Rooms**Subsection:** 31591: MAINTENANCE **NC**☒ No

Observation Text :

sprinkler Cap missing

Section: Floors - Guest Rooms**Subsection:** 31251: Walls/ Photo Frames **NC**☒ No

Attachments :

QUE507_IMG_20180627_124951.jpg

Observation Text :

Wall cracks on bedside wall

2: UPHOLSTRY \ CURTAINS **NC**

☒ No

Attachments :

QUE511_IMG_20180627_125133.jpg

Observation Text :

sofa chair upholstery torn

3: MIRRORS. **NC**

☒ No

Observation Text :

mirror desilvered at the edge

Section: Floors - Guest Rooms

Subsection: 3119

1: MIRRORS. **NC**

☒ No

Observation Text :

mirror desilvered at the edge

Section: Floors - Guest Rooms

Subsection: 2109

1: MAINTENANCE **NC**

☒ No

Observation Text :

pelmet joints poor finish

2: FLOORS. **NC**

☒ No

Attachments :

QUE559_IMG_20180627_130218.jpg

Observation Text :

tile groves grouting to be done

Section: Floors - Guest Rooms

Subsection: 2108

Section: Floors - Guest Rooms

Subsection: 2121

Section: Floors - Guest Rooms

Subsection: 2127

1: MAINTENANCE **NC**

☒ No

Observation Text :
wire protruding above the pelmet

2: MIRRORS. **NC**

☒ No

Observation Text :
mirror desilvered at the edge

Section: Floors - Guest Rooms

Subsection: 2134

1: MIRRORS. **NC**

☒ No

Observation Text :
mirror desilvered

Section: Floors - Guest Rooms

Subsection: 1159

Section: Floors - Guest Rooms

Subsection: 1158

Section: Floors - Guest Rooms

Subsection: 1157

Section: Floors - Guest Rooms

Subsection: 1164

1: DUSTING. **NC**

☒ No

Observation Text :
scaling on shower head

Section: Floors - Guest Rooms

Subsection: 1126

Section: Floors - Guest Rooms

Subsection: 1114

Section: Floors - Guest Rooms

Subsection: 1110

Section: Floors - Guest Rooms

Subsection: 2164

1: TV \ TEL \ AC. **NC**

☒ No

Observation Text :
wires to be concealed

2: MAINTENANCE. **NC**

☒ No

Observation Text :
wires under the mirror protruding

Section: Floors - Guest Rooms

Subsection: 2143

Section: Gloss Level

Subsection: Marble Floor

- 1: Lobby **NC**
Rating: 7
- 2: Travel desk. **NC**
Rating: 7
- 3: Lobby lounge **NC**
Rating: 7
- 4: Lobby Entrance **NC**
Rating: 7
- 5: Banquets Gents rest room **NC**
Rating: 7
- 6: Banquets Ladies rest room **NC**
Rating: 7

Section: Records

Subsection: Records & Reports

- 1: Linen **NC**
Rating: 7

Observation Text :
hand towels are short than the par level

Chronic

Section: Public Area

Subsection: PEACOCK

1: Carpet. **NC**

☒ No

2: Ceiling. **NC**

☒ No

Attachments :

QUE24_IMG_20180628_124857.jpg

Observation Text :

poor finish of putti at the entrance from prebanquet

3: Fabric. **NC**

☒ No

Observation Text :

dust on the high level on the panels

Section: Public Area

Subsection: AMBER

1: Carpet. **NC**

☒ No

Attachments :

QUE43_IMG_20180628_125458.jpg

Observation Text :

stains to be spotted

Section: Public Area

Subsection: TEAL

1: Panels. **NC**

☒ No

Attachments :

QUE69_IMG_20180628_125821.jpg

Observation Text :

stained

Section: Public Area

Subsection: CYAN

1: Carpet. **NC**

☒ No

Attachments :

QUE103_IMG_20180628_131413.jpg

Observation Text :
stains to be spotted

Section: Public Area

Subsection: MEKONG

1: Fabric. **NC**

☒ No

Attachments :

QUE170_IMG_20180628_130823.jpg

Observation Text :
sofas fabric is faded

Section: Floors - Guest Rooms

Subsection: 3159

1: MAINTENANCE **NC**

☒ No

Observation Text :
sprinkler Cap missing

Section: Gloss Level

Subsection: Marble Floor

1: Lobby Entrance **NC**

Rating: 7

Audit Questionnaire

Section: Public Area

Subsection: LOBBY

1: Doors **NC**

☒ No

Observation Text :

dust on the door frame,under the baggage scanner

2: Signage's

☒ Yes

3: Carpet.

☒ Yes

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.

☒ Yes

20: Window panes/Ledges.

☒ Yes

Section: Public Area

Subsection: PEACOCK

1: Doors

☒ Yes

2: Signage's

☒ Yes

3: Carpet. **NC**

☒ No

4: Ceiling. **NC**

☒ No

Attachments :

QUE24_IMG_20180628_124857.jpg

Observation Text :

poor finish of putti at the entrance from prebanquet

5: Lights / TV

☒ Yes

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

☒ No

Observation Text :

dust on ac grills

7: Walls.

☒ Yes

8: Paintings. ☒ Not Applicable

9: Panels. **NC**

☐ No

Attachments :

QUE29_IMG_20180628_125124.jpg

Observation Text :

edges chipped

10: Fabric. **NC**

☐ No

Observation Text :

dust on the high level on the panels

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. ☒ Not Applicable

Section: Public Area

Subsection: AMBER

1: Doors

☐ Yes

2: Signage's

☐ Yes

3: Carpet. **NC**

☐ No

Attachments :

QUE43_IMG_20180628_125458.jpg

Observation Text :

stains to be spotted

4: Ceiling.

☐ Yes

5: Lights / TV

☐ Yes

6: AC grills/Exhaust.

☐ Yes

7: Walls.

☐ Yes

8: Paintings. ☒ Not Applicable

9: Panels.

☐ Yes

10: Fabric.

☐ Yes

11: Floor.

☐ Yes

12: Dusting.

☐ Yes

13: Skirting.

☐ Yes

14: Furniture.

☐ Yes

15: Upholstery.

☐ Yes

16: Polishing. ☒ Not Applicable

17: Accessories.

☐ Yes

18: Banquet/Tables.

☐ Yes

19: Brass/Copper.

☒ Yes

20: Window panes/Ledges.

☒ Yes

Section: Public Area

Subsection: TEAL

1: Doors

☒ Yes

2: Signage's

☒ Yes

3: Carpet.

☒ Yes

4: Ceiling.

☒ Yes

5: Lights / TV

☒ Yes

6: AC grills/Exhaust.

☒ Yes

7: Walls.

☒ Yes

8: Paintings. ☒ Not Applicable

9: Panels. **NC**

☒ No

Attachments :

QUE69_IMG_20180628_125821.jpg

Observation Text :

stained

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: SAFFRONSOUL

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. ☒ Not Applicable

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: CYAN**

- 1: Doors
☒ Yes
- 2: Signage's
☒ Yes
- 3: Carpet. **NC**
☒ No

Attachments :

QUE103_IMG_20180628_131413.jpg

Observation Text :
stains to be spotted

- 4: Ceiling.
☒ Yes
- 5: Lights / TV

☒ Yes

6: AC grills/Exhaust.

☒ Yes

7: Walls.

☒ Yes

8: Paintings. ☒ Not Applicable

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. **NC**

☒ No

Attachments :

QUE120_IMG_20180628_131624.jpg

Observation Text :

window blinds are stained and have holes

Section: Public Area**Subsection:** MYSTIQUE BAR

1: Doors

☒ Yes

2: Signage's

☒ Yes3: Carpet. **NC**☐ No

Observation Text :

loose threads to be cut

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.

☒ Yes

20: Window panes/Ledges.

☒ Yes

Section: Public Area

Subsection: AZURE

1: Doors

☒ Yes

2: Signage's

☒ Yes

3: Carpet.

☒ Yes

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.

☒ Yes

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 :

QUE170_IMG_20180628_130823.jpg

Observation Text :

sofas fabric 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: 8

Observation Text :

Being followed

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

Rating: 8

Observation Text :

being followed

- 3: Room history maintenance.

Rating: 10

Observation Text :

being followed

- 4: Table / wardrobe drawers in guest rooms.

Rating: 10

Observation Text :

being followed

- 5: Housekeeping - Machines.

Rating: 10

Observation Text :

in working condition

- 6: Housekeeping - Turndown service.

Rating: 10

Observation Text :

being done for VIPs, fit's

- 7: Bathroom amenities for double occupancy rooms.

Rating: 10

Observation Text :

Being followed

- 8: Suite bathroom amenities .

Rating: 10

Observation Text :

Being followed

- 9: Magazines provided to guest rooms.

Rating: 10

Observation Text :

Being followed

- 10: Laundry - garment finishing standards.

Rating: 10

Observation Text :

Being followed

11: Carpets.

Rating: 10

Observation Text :

Being maintained

12: Care and maintenance of runners.

Rating: 10

Observation Text :

Being followed

13: Standardized in room items.

Rating: 10

Observation Text :

make shift coffee tables in the rooms polish is mismatch

14: Sleep quality comfort.

Rating: 10

Observation Text :

Being followed

15: Specification of cleaning chemicals.

Rating: 10

Observation Text :

Diversey being used

16: Standardized bed linen / mattress / foundation.

Rating: 10

Observation Text :

Being followed

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

Rating: 9

Observation Text :

Hand towels shortage

18: Measurable instruments for quality / standards measurements.

Rating: 10

Observation Text :

Being followed

19: Guest-laundry pickup.

Rating: 10

Observation Text :

Done in 3 mnts

Section: Rest Rooms

Subsection: GENTS TOILET

1: Taps. **NC**

☒ No

Attachments :

QUE200_IMG_20180630_155919.jpg

Observation Text :

scaling on the taps

2: Maintenance.

☒ Yes

3: Smell.

☒ Yes

4: Floor.

☒ Yes

5: Tiles.

☒ Yes

6: W/C

☒ Yes

7: Basin. **NC**

☒ No

Attachments :

QUE206_IMG_20180627_152059.jpg

Observation Text :

stains on the basin and cracked

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.

☒ 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

☒ Yes

Section: Rest Rooms

Subsection: LOBBY GENTS REST ROOM

1: Taps. **NC**

☒ No

Attachments :

QUE226_IMG_20180630_160051.jpg

Observation Text :

scaling on the taps

2: Maintenance. **NC**

☐ No

Attachments :

QUE227_IMG_20180630_160140.jpg

Observation Text :

socket is tilted

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: LOBBY 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

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

1: Taps.

☒ Yes2: Maintenance. **NC**☒ No

Observation Text :

taps are loose

3: Smell.

☒ Yes4: Floor. **NC**☒ No

Attachments :

QUE255_IMG_20180630_161037.jpg

Observation Text :

chipped in front of washbasins

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. **NC**

☒ No

Attachments :

QUE268_IMG_20180630_160741.jpg

Observation Text :

cracks and floor chipped

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.

☒ 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

☒ Yes

Section: Floors - Guest Rooms

Subsection: 3145

1: Ceiling

☒ Yes

2: Walls/ Photo Frames

☒ Yes

3: Floor **NC**

☒ No

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

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: 3146

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: 3150

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: 3157

1: Ceiling

☒ Yes

2: Walls/ Photo Frames **NC**

☒ No

Attachments :

QUE467_IMG_20180627_123910.jpg

Observation Text :

wall paper joints opening up

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: 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

Observation Text :

sprinkler Cap missing

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: 3125

1: Ceiling

☒ Yes

2: Walls/ Photo Frames **NC**

☒ No

Attachments :

QUE507_IMG_20180627_124951.jpg

Observation Text :

Wall cracks on bedside wall

3: Floor

☒ Yes

4: WINDOW PANE \ LEDGES

☒ Yes

5: BED LINEN.

☒ Yes

6: UPHOLSTRY \ CURTAINS **NC**

☒ No

Attachments :

QUE511_IMG_20180627_125133.jpg

Observation Text :

sofa chair upholstery 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. **NC**

☒ No

Observation Text :

mirror desilvered at the edge

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 3119

- 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. **NC**
☒ No

Observation Text :

mirror desilvered at the edge

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 2109

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 :

pelmet joints poor finish

10: DUSTING

☒ Yes

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS.

☒ Yes

14: FLOORS. **NC**

☒ No

Attachments :

QUE559_IMG_20180627_130218.jpg

Observation Text :

tile groves grouting to be done

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: 2108

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

Observation Text :
edges desilvered

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 2121

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: 2127

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 :

wire protruding above the pelmet

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. **NC**

☐ No

Observation Text :

mirror desilvered at the edge

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 2134

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. **NC**

☐ No

Observation Text :
mirror desilvered

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 1159

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: 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

☒ 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: 1157

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: 1164

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. **NC**

☐ No

Observation Text :

scaling on shower head

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 1126

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: 1114

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: 1110

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: 2164

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. **NC**

☒ No

Observation Text :

wires to be concealed

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 :

wires under the mirror protruding

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 2143

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: Gloss Level

Subsection: Marble Floor

1: Lobby **NC**

Rating: 7

2: Reception.

Rating: 8

3: Travel desk. **NC**

Rating: 7

4: OUT Entrance. ☒ Not Applicable

5: Bell Desk ☒ Not Applicable

6: Lobby lounge **NC**

Rating: 7

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 ☒ Not Applicable

15: Lobby Gents rest room ☒ Not Applicable

16: Lobby Ladies rest room ☒ Not Applicable

17: Banquets Gents rest room **NC**

Rating: 7

18: Banquets Ladies rest room **NC**

Rating: 7

19: Gardenia entrance ☒ Not Applicable

Section: Linen and Laundry

Subsection: Linen, Laundry & Guest Laundry

1: Linen room stacking

Rating: 9

Observation Text :

Being followed

2: Par stocks

Rating: 9

Observation Text :

Being followed

3: Annual indent

Rating: 9

Observation Text :

Not yet released yet to finalise the vendor/rates

4: Discards

Rating: 9

Observation Text :

Being followed

5: Quality of uniforms

Rating: 9

Observation Text :

Security uniforms to be stitch

6: Quality of linen

Rating: 9

Observation Text :

pilling on bed linen to be sorted out

7: Uniform calendar

Rating: 9

Observation Text :

Being followed

8: Exchange timing

Rating: 9

Observation Text :

Being followed

9: Uniform exchange system

Rating: 9

Observation Text :

soiled to fresh being followed

10: Inventory of F&B Linen

Rating: 9

Observation Text :

Being followed

11: Inventory of Room linen

Rating: 10

Observation Text :

Being followed

12: Inventory of uniforms

Rating: 10

Observation Text :

Being followed

13: Pick up collection standards

Rating: 9

Observation Text :

done in 3 minutes

14: Sorting & Checking

Rating: 10

Observation Text :

Being followed

15: Marking & Tagging

Rating: 10

Observation Text :

Being followed

16: Processing

Rating: 10

Observation Text :

Being followed

17: Finishing

Rating: 10

Observation Text :

Good

18: Packing
Rating: 10

Observation Text :
Being followed

19: Billing
Rating: 10

Observation Text :
being followed

20: Delivery
Rating: 10

Observation Text :
done in cane basket

21: Condition of machines
Rating: 9

22: Equipment, Preventive maintenance
Rating: 10

Observation Text :
Being done once in a month

23: Standardized chemicals
Rating: 10

Observation Text :
Diversey being used

24: Sorting standards
Rating: 10

Observation Text :
Being followed

25: Washing standards
Rating: 10

Observation Text :
Being followed

26: Finishing standards
Rating: 10

Observation Text :
Being followed

27: Stacking standards
Rating: 10

Observation Text :

Being followed

28: Awareness of snow white initiatives

Rating: 10

Observation Text :

Being done once in a quarter

29: Comfortable temperature in laundry

Rating: 10

Observation Text :

Being followed

30: Safe work practices

Rating: 10

Observation Text :

Being followed

31: Use of safety equipment

Rating: 10

Observation Text :

Being followed

32: Quality of processed articles

Rating: 10

Observation Text :

Good

Section: Contractual Service

Subsection: Contractual Service

1: Schedule of treatment for rooms

Rating: 9

Observation Text :

Drains spraying once in a month and gel treatment in 3 months

2: Schedule of treatment for kitchen

Rating: 9

Observation Text :

Done on Tuesday and Wednesday

3: Schedule of treatment for F&B outlets

Rating: 9

Observation Text :

weely once-wednesday

4: Standards of chemicals

Rating: 9

Observation Text :

Bayer chemicals

5: Staff uniform and grooming

Rating: 9

Observation Text :

Good

6: Effectiveness

Rating: 9

Observation Text :

satisfactory

7: Quality of flowers & flower vase

Rating: 9

Observation Text :

Good

8: Costing

Rating: 9

Observation Text :

with in the budget

9: Skill knowledge

Rating: 9

Observation Text :

Good

10: Maintenance of plants

Rating: 9

Observation Text :

Good

11: Quality of landscaping

Rating: 9

Observation Text :

Good

12: Overall impression

Rating: 9

Observation Text :

Good

13: Periphery of the hotel

Rating: 9

Observation Text :
Good

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 **NC**

Rating: 7

Observation Text :
hand towels are short than the par level

4: Uniforms

Rating: 8

Observation Text :
security uniforms to be stitched due in August but uniforms are in bad condition.

5: Lost and found records

Rating: 9

6: L&F issues to the claimant

Rating: 9

Observation Text :
Being followed

7: L&F storage

Rating: 9

Observation Text :
Being followed

8: L&F Letters to guests

Rating: 9

Observation Text :
send by mails(automation)

9: L&F Disposals

Rating: 9

Observation Text :

Disposed till November-17 holding 6 months as per the policy

10: Room history

Rating: 9

11: Duty roaster & allocation register

Rating: 10

Observation Text :

Being followed

12: Attendance record

Rating: 10

Observation Text :

Being followed

13: Log book messages and follow up

Rating: 10

Observation Text :

Being followed

14: Occupancy report (Twice a day)

Rating: 10

Observation Text :

Done daily twice

15: Under repair status

Rating: 10

Observation Text :

Being followed

16: DND List

Rating: 10

Observation Text :

Being followed

17: Property upkeep Report

Rating: 10

Observation Text :

Being followed once in a month

18: Monthly meeting reports

Rating: 10

Observation Text :

Being followed