

Audit Report for Audit ID - AU00492-27

SPA - Daily Check List

Audit Score

77/100

Details

Audit	AU00492
Scheduled Audit	AU00492-27
Location	Chennai
Hotel	GreenPark Hotel- GPC
Department	House Keeping
Checklist	SPA - Daily Check List
Audit Type	Internal
Auditor	HK EXECUTIVE Chennai
Start Date	27-05-2019
End Date	27-05-2019
Submitted Date	27-05-2019
Status	Completed
Assigned By	Administrator Account
Non-Compliance	10
Chronic Issues	9

Comparison

GREENPARK HOTEL- GPC SPA - DAILY CHECK LIST					
SPA - DAILY CHECK LIST		May 2019	May 2019	VARIANCE	% of Increase / Decrease (-/+)
S.No	Sections	SCORE OBTAINED	SCORE OBTAINED		
1	SPA	78	77	-1	-1.28%
Audit Score		● 78	● 77	-1	-1.28%

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

Non-Compliance

Section: SPA**Subsection: Shower area**

- 1: Water scales **NC**

☒ No

Observation Text :
not applicable

- 2: Toilet paper available **NC**

☒ No

Observation Text :
not applicable

Section: SPA**Subsection: Steam Room**

- 1: Clean & no traces of fungus **NC**

☒ No

Observation Text :
not applicable

- 2: Floor clean **NC**

☒ No

Observation Text :
not applicable

- 3: Smelling fresh **NC**

☒ No

Observation Text :
not applicable

- 4: All lights working **NC**

☒ No

Observation Text :
not applicable

Section: SPA**Subsection: WC Area**

- 1: All sanitary fixtures clean and working in good condition. **NC**

☒ No

- 2: Flush **NC**

☒ No

Observation Text :
not applicable

3: Toilet Roll Holder **NC**
☒ No

Observation Text :
not applicable

4: Health Faucet **NC**
☒ No

Observation Text :
not applicable

Chronic

Section: SPA**Subsection: Shower area**

- 1: Water scales **NC**

☒ No

Observation Text :
not applicable

Section: SPA**Subsection: Steam Room**

- 1: Clean & no traces of fungus **NC**

☒ No

Observation Text :
not applicable

- 2: Floor clean **NC**

☒ No

Observation Text :
not applicable

- 3: Smelling fresh **NC**

☒ No

Observation Text :
not applicable

- 4: All lights working **NC**

☒ No

Observation Text :
not applicable

Section: SPA**Subsection: WC Area**

- 1: All sanitary fixtures clean and working in good condition. **NC**

☒ No

- 2: Flush **NC**

☒ No

Observation Text :
not applicable

- 3: Toilet Roll Holder **NC**

☒ No

Observation Text :
not applicable

4: Health Faucet **NC**

☒ No

Observation Text :
not applicable

Audit Questionnaire

Section: SPA**Subsection: Receptionist & other staff**

- 1: Suttle make up
☒ Yes
- 2: Nails trimmed
☒ Yes
- 3: Hair tied in a bun
☒ Yes
- 4: Uniform fresh and crisp
☒ Yes
- 5: Foot wear - Crocks for Saloon, other area and slippers (Washable) in therapy rooms
☒ Yes
- 6: Jewellery - No bangles, No bracelets - Simple neck chain, ear rings and piercings are permitted
☒ Yes
- 7: Name Badge to be prominently displayed
☒ Yes
- 8: Staff to use Deodarant while coming to duty and also before start of service
☒ Yes
- 9: Hands to be washed before start of any treatment and anounced to guest
☒ Yes

Section: SPA**Subsection: Reception desk**

- 1: All items well organised
☒ Yes
- 2: Fragrance as per standard - Aroma stick / oil burner is on
☒ Yes
- 3: All lights and AC working
☒ Yes
- 4: Check for Drinking water bottles for guest - Minimum 12 nos
☒ Yes

Section: SPA

Subsection: Manicure & Pedicure Area

- 1: All supplies stored neatly and organised well
☒ Yes
- 2: Loose tools and equipments clean(no smugdes/grease)
☒ Yes
- 3: Chairs clean and in good condition
☒ Yes
- 4: Bowls clean and free from stains and water marks
☒ Yes

Section: SPA**Subsection:** Hair Styling Saloon

- 1: Chairs clean and in good condition
☒ Yes
- 2: Small and loose tools/Equipments clean and organised
☒ Yes
- 3: Mirrors and lights clean and free from smudges/stains
☒ Yes
- 4: Floor clean and free of hair strands/trimmings
☒ Yes
- 5: Aprons are clean and free of stains
☒ Yes
- 6: All supplies stored neatly and organised well
☒ Yes

Section: SPA**Subsection:** Therapy Rooms

- 1: Bed sheets are clean and smelling fresh
☒ Yes
- 2: Towels free from smell and stains
☒ Yes
- 3: Fragrance as per standard
☒ Yes
- 4: Floor clean and not greasy
☒ Yes
- 5: Lights and AC in working condition

☒ Yes

6: Any disposables - aprons, inners, bed sheets of good quality in plain white colour to be used

☒ Yes

Section: SPA

Subsection: Shower area

1: Taps,Floor,Tiles,Shower clean and free from soap scum

☒ Yes

2: Water scales **NC**

☒ No

Observation Text :
not applicable

3: Supplies in place

☒ Yes

4: Shampoo,Shower gel,Fresh towels available

☒ Yes

5: Lights working

☒ Yes

6: Toilet paper available **NC**

☒ No

Observation Text :
not applicable

7: Shower & Taps working

☒ Yes

Section: SPA

Subsection: Steam Room

1: Clean & no traces of fungus **NC**

☒ No

Observation Text :
not applicable

2: Floor clean **NC**

☒ No

Observation Text :
not applicable

3: Smelling fresh **NC**

☐ No

Observation Text :
not applicable

4: All lights working **NC**

☐ No

Observation Text :
not applicable

Section: SPA

Subsection: WC Area

1: All sanitary fixtures clean and working in good condition. **NC**

☐ No

2: WC ☒ Not Applicable

3: Flush **NC**

☐ No

Observation Text :
not applicable

4: Toilet Roll Holder **NC**

☐ No

Observation Text :
not applicable

5: Health Faucet **NC**

☐ No

Observation Text :
not applicable