

Audit Report for Audit ID - AU0060-1

Housekeeping Audit




Audit Score

82/100

Details

Audit	AU0060
Scheduled Audit	AU0060-1
Location	Visakhapatnam
Hotel	GreenPark Hotel- GPV
Department	House Keeping
Checklist	Housekeeping Audit
Audit Type	Internal
Auditor	Mr Uday Bhasker Reddy
Start Date	01-06-2017
End Date	30-06-2017
Submitted Date	11-02-2018
Status	Draft
Assigned By	Administrator Account
Non-Compliance	0
Chronic Issues	0

Comparison

GREENPARK HOTEL- GPV HOUSEKEEPING AUDIT			
HOUSEKEEPING AUDIT		VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections		
		80-100 = Green	Good / Excellent
		61-79 = Yellow	Average
		60 below is Red	Poor / Fair

Audit Questionnaire

Section: Public Area

Subsection: LOBBY

1: Doors **NC**

☐ No

Observation Text :

Dirty around the door plates to be cleaned

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. **NC**

☐ No

Observation Text :

Polish shades mismatch at Tulip entrance

10: Fabric.

☐ Yes

11: Floor. **NC**

☐ No

Observation Text :

PH ramp floor stone to be scrubbed

12: Dusting.

☐ Yes

13: Skirting.

☒ Yes

14: Furniture.

☒ Yes

15: Upholstery.

☒ Yes

16: Polishing.

☒ Yes

17: Accessories. **NC**

☐ No

Observation Text :

Hand towels at DFMD to be replaced with velvet lining

18: Banquet/Tables.

☒ Yes

19: Brass/Copper.

☒ Yes

20: Window panes/Ledges.

☒ Yes

Section: Public Area

Subsection: OUT

1: Doors

☒ Yes

2: Signage's

☒ Yes

3: Carpet.

☒ Yes

4: Ceiling.

☒ Yes

5: Lights / TV **NC**

☐ No

Observation Text :

Reflectors paint msrks to be cleaned

6: AC grills/Exhaust.

☒ Yes

7: Walls.

☒ Yes

8: Paintings.

☒ Yes

9: Panels. **NC**

☒ No

Observation Text :

PDR glass panels to be cleaned

10: Fabric. **NC**

☒ No

Observation Text :

Food crumbs in sofas

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: CHANCERY

1: Doors **NC**

☐ No

Observation Text :

dirt around door plates to be cleaned

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.

☒ Not Applicable

10: Fabric. **NC**

☐ No

Observation Text :

wall panels beside the entrance are stained

11: Floor.

☐ Yes

12: Dusting.

☐ Yes

13: Skirting. **NC**

☐ No

Observation Text :

Sucff marks to be scrubbed

14: Furniture.

☐ Yes

15: Upholstery.

☒ Yes

16: Polishing.

☒ Yes

17: Accessories. **NC**

☒ No

Observation Text :

Plant leaves dried up to be removed after the event

18: Banquet/Tables.

☒ Yes

19: Brass/Copper.

☒ Yes

20: Window panes/Ledges.

☒ Yes

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 **NC**
☒ No

Observation Text :
 Dust on door frame

- 2: Signage's
☒ Yes
- 3: Carpet.
☒ Not Applicable
- 4: Ceiling. **NC**
☒ No

Observation Text :

Dust on ceiling above table no 12

5: Lights / TV

☒ Yes

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

☐ No

Observation Text :

Dust on exhaust above table no 5

7: Walls.

☒ Yes

8: Paintings.

☒ Yes

9: Panels.

☒ Yes

10: Fabric.

☒ Yes

11: Floor.

☒ Yes

12: Dusting.

☒ Yes

13: Skirting. **NC**

☐ No

Observation Text :

pest control marks on skirting boarders

14: Furniture.

☒ Yes

15: Upholstery. **NC**

☐ No

Observation Text :

Sofa to be cleaned

16: Polishing.

☒ Yes

17: Accessories.

☒ Yes

18: Banquet/Tables.

☒ Yes

19: Brass/Copper.

☒ Yes

20: Window panes/Ledges.

☒ Yes

Section: Public Area

Subsection: MUSTANG BAR

1: Doors **NC**

☐ No

Observation Text :

Dust on service door frame

2: Signage's

☒ Yes

3: Carpet.

☒ Not Applicable

4: Ceiling.

☒ Yes

5: Lights / TV

☒ Yes

6: AC grills/Exhaust.

☒ Yes

7: Walls. **NC**

☐ No

Observation Text :

Esges chipped and smudges on walls

8: Paintings.

☒ Yes

9: Panels.

☒ Yes

10: Fabric.

☒ Yes

11: Floor. **NC**

☐ No

Observation Text :

to be cleaned thoroughly

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: CONSULATE

1: Doors **NC**

☒ No

Observation Text :

wood polish applied on tower bolts

2: Signage's

☒ Yes

3: Carpet.

☒ Not Applicable

4: Ceiling. **NC**

☒ No

Observation Text :

undulation of pop and grooves uneven

5: Lights / TV

☒ Yes

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

☒ No

Observation Text :

AC grills with thick dust

7: Walls.

☒ Yes

8: Paintings.

☒ Yes

9: Panels. **NC**

☒ No

Observation Text :

Splashes on wooden panel

10: Fabric.

☒ Yes

11: Floor.

☒ Yes

Observation Text :

Grouting to be done

12: Dusting.

☒ Yes

13: Skirting. **NC**

☒ No

Observation Text :

Scuff marks to be cleaned

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: 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

Section: Public Area

Subsection: CONVENTION HALL

1: Doors
☒ Not Applicable

Section: Public Area

Subsection: RNG

1: Doors
☒ Not Applicable

Section: Procedures

Subsection: GUEST ROOMS

1: Bathroom linen standardization.
 Rating: 10

2: Tea /coffee making facility in the room.
 Rating: 10

3: Room history maintenance.
 Rating: 10

4: Table / wardrobe drawers in guest rooms.
 Rating: 10

- 5: Housekeeping - Machines. **NC**
Rating: 0
- 6: Housekeeping - Turndown service.
Rating: 10
- 7: Bathroom amenities for double occupancy rooms.
Rating: 10
- 8: Suite bathroom amenities .
Rating: 10
- 9: Magazines provided to guest rooms.
Rating: 10
- 10: Laundry - garment finishing standards.
Rating: 10
- 11: Carpets. **NC**
Rating: 7
- 12: Care and maintenance of runners.
Rating: 10
- 13: Standardized in room items. **NC**
Rating: 7
- 14: Sleep quality comfort. **NC**
Rating: 0
- 15: Specification of cleaning chemicals.
Rating: 10
- 16: Standardized bed linen / mattress / foundation.
Rating: 10
- 17: Standardization of par levels for room linen and table linen. **NC**
Rating: 5
- 18: Measurable instruments for quality / standards measurements.
Rating: 10
- 19: Guest-laundry pickup.
Rating: 10

Section: Floors - Guest Rooms

Subsection: 509

- 1: Ceiling
☒ Yes

2: Walls/ Photo Frames **NC**

☐ No

Observation Text :
smudges on walls

3: Floor

☒ Yes

4: WINDOW PANE \ LEDGES

☒ Yes

5: BED LINEN.

☒ Yes

6: UPHOLSTRY \ CURTAINS

☒ Yes

7: TV \ TEL \ AC.

☒ Yes

8: SUPP \ STATIONERY. **NC**

☐ No

Observation Text :
coffee mug stained

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 :
water residue

16: WASHBASIN \ COUNTER

☒ Yes

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 406

1: Ceiling

☒ Yes

Observation Text :

insects on hanging light

2: Walls/ Photo Frames

☒ Yes

3: Floor **NC**

☐ No

Observation Text :

dust on floor

4: WINDOW PANE \ LEDGES

☒ Yes

5: BED LINEN. **NC**

☐ No

Observation Text :

pilling 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.

☒ 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: 405

1: Ceiling

☒ Yes

2: Walls/ Photo Frames

☒ Yes

3: Floor **NC**

☒ No

Observation Text :

Mopping to be done properly

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

Observation Text :

Dressing tavlr mirror tarnished

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: 404

1: Ceiling **NC**

☐ No

Observation Text :

paint peeling off at corner

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 :

Face plate discolored

8: SUPP \ STATIONERY. **NC**

☐ No

Observation Text :

Magazines dogeared

9: MAINTENANCE

☒ Yes

Observation Text :

Dressing mirror tarnished

10: DUSTING

☒ Yes

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS. **NC**

☒ No

Observation Text :

Threads on bath linen

14: FLOORS.

☒ Yes

15: BATHTUB \ WC. **NC**

☒ No

Observation Text :

water residue on shower area floor

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

☒ 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

Observation Text :

ceiling hanging light is rusted and skirting broken - Engineering

10: DUSTING

☒ Yes

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS.

☒ Yes

14: FLOORS.

☒ Yes

15: BATHTUB \ WC. **NC**

☐ No

Observation Text :

hair in bath tub

16: WASHBASIN \ COUNTER

☒ Yes

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 336

- 1: Ceiling
☒ Not Applicable
- 2: Walls/ Photo Frames
☒ Not Applicable
- 3: Floor
☒ Not Applicable
- 4: WINDOW PANE \ LEDGES
☒ Not Applicable
- 5: BED LINEN.
☒ Not Applicable
- 6: UPHOLSTRY \ CURTAINS
☒ Not Applicable
- 7: TV \ TEL \ AC.
☒ Not Applicable
- 8: SUPP \ STATIONERY.
☒ Not Applicable
- 9: MAINTENANCE
☒ Not Applicable
- 10: DUSTING
☒ Not Applicable
- 11: TIDINESS.
☒ Not Applicable
- 12: FURNITURE.
☒ Not Applicable
- 13: GUEST BATHROOMS.
☒ Not Applicable
- 14: FLOORS.
☒ Not Applicable
- 15: BATHTUB \ WC.
☒ Not Applicable
- 16: WASHBASIN \ COUNTER
☒ Not Applicable

17: MIRRORS.

☒ Not Applicable

18: DUSTING.

☒ Not Applicable

19: MAINTENANCE.

☒ Not Applicable

20: SUPP \ STATIONERY \ BATH LINEN

☒ Not Applicable

Section: Floors - Guest Rooms

Subsection: 326

1: Ceiling

☒ Yes

2: Walls/ Photo Frames **NC**

☒ No

Observation Text :
smudges on walls

3: Floor

☒ Yes

4: WINDOW PANE \ LEDGES

☒ Yes

5: BED LINEN. **NC**

☒ No

Observation Text :
pilling on pillow cover

6: UPHOLSTRY \ CURTAINS

☒ Yes

7: TV \ TEL \ AC.

☒ Yes

8: MAINTENANCE

☒ Yes

Observation Text :
Dressing mirror tarnished - Engineering

9: DUSTING

☒ Yes

10: TIDINESS.

☒ Yes

11: FURNITURE.

☒ Yes

12: GUEST BATHROOMS. **NC**

☒ No

Observation Text :

floor corners at tiles edges grouting to be cleaned

13: FLOORS.

☒ Yes

14: BATHTUB \ WC.

☒ Yes

15: WASHBASIN \ COUNTER

☒ Yes

16: MIRRORS.

☒ Yes

17: DUSTING.

☒ Yes

18: MAINTENANCE.

☒ Yes

19: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 334

1: Ceiling

☒ Yes

2: Walls/ Photo Frames **NC**

☒ No

Observation Text :

Dash marks on walls

3: Floor

☒ Yes

4: WINDOW PANE \ LEDGES

☒ Yes

5: BED LINEN.

☒ Yes

6: UPHOLSTRY \ CURTAINS **NC**

☒ No

Observation Text :

Curtain hooks to be fixed

7: TV \ TEL \ AC.

☒ Yes

8: SUPP \ STATIONERY. **NC**

☒ No

Observation Text :

one hanger missing, complimentary card crumpled

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: 302

1: Ceiling **NC**

☐ No

Observation Text :

Cobweb on ceiling

2: Walls/ Photo Frames **NC**

☐ No

Observation Text :

Fungus on wall beside the bed

3: Floor

☒ Yes

4: WINDOW PANE \ LEDGES

☒ Yes

5: BED LINEN. **NC**

☐ No

Observation Text :

pillow cover crumbled

6: UPHOLSTRY \ CURTAINS

☒ Yes

7: TV \ TEL \ AC.

☒ Yes

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE

☒ Yes

10: DUSTING

☒ Yes

11: TIDINESS. **NC**

☐ No

Observation Text :

Smoke smell

12: FURNITURE. **NC**

☐ No

Observation Text :

glass table top to be cleaned

13: GUEST BATHROOMS. **NC**

☒ No

Observation Text :

Bathroom door corners has thick dust

14: FLOORS.

☒ Yes

15: BATHTUB \ WC.

☒ Yes

16: WASHBASIN \ COUNTER

☒ Yes

17: MIRRORS.

☒ Yes

18: DUSTING. **NC**

☒ No

Observation Text :

Cement on tiles

19: MAINTENANCE.

☒ Yes

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

☒ No

Observation Text :

Rust marks on bath mat

Section: Floors - Guest Rooms

Subsection: 210

1: Ceiling

☒ Yes

2: Walls/ Photo Frames **NC**

☒ No

Observation Text :

Smudges on walls

3: Floor **NC**

☒ No

Observation Text :

Dust at corners

4: WINDOW PANE \ LEDGES

☒ Yes

5: BED LINEN. **NC**

☐ No

Observation Text :
pillows to replace

6: UPHOLSTRY \ CURTAINS

☒ Yes

7: TV \ TEL \ AC.

☒ Yes

8: SUPP \ STATIONERY. **NC**

☐ No

Observation Text :
scribbling pad holder to be placed

9: MAINTENANCE

☒ Yes

Observation Text :
Dressing table mirror tarnished

10: DUSTING

☒ Yes

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS.

☒ Yes

14: FLOORS. **NC**

☐ No

Observation Text :
white cement marks on floor

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: 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. **NC**

☐ No

Observation Text :
smoke smell

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS.

☒ Yes

14: FLOORS.

☒ Yes

15: BATHTUB \ WC. **NC**

☐ No

Observation Text :

sacles in 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: 220

1: Ceiling **NC**

☐ No

Observation Text :

Fly on ceiling

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. **NC**

☐ No

Observation Text :

Exhaust to be cleaned

14: FLOORS. **NC**

☐ No

Observation Text :

Scrubbing 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: 606

1: Ceiling

☒ Yes

2: Walls/ Photo Frames

☒ Yes3: Floor **NC**☒ No

Observation Text :
to be scrubbed

4: WINDOW PANE \ LEDGES

☒ Yes5: BED LINEN. **NC**☒ No

Observation Text :
pillows to be replaced

6: UPHOLSTRY \ CURTAINS

☒ Yes7: TV \ TEL \ AC. **NC**☒ No

Observation Text :
Dust on ceiling fan

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE

☒ Yes

10: DUSTING

☒ Yes

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes13: GUEST BATHROOMS. **NC**☒ No

Observation Text :
cement on wall tiles

14: FLOORS.

☒ Yes

15: BATHTUB \ WC.

☒ Yes

16: WASHBASIN \ COUNTER

☒ Yes

17: MIRRORS.

☒ Yes18: DUSTING. **NC**☒ No

Observation Text :

dust on wall tiles

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes**Section:** Floors - Guest Rooms**Subsection:** 502

1: Ceiling

☒ Not Applicable

2: Walls/ Photo Frames

☒ Not Applicable

3: Floor

☒ Not Applicable

4: WINDOW PANE \ LEDGES

☒ Not Applicable

5: BED LINEN.

☒ Not Applicable

6: UPHOLSTRY \ CURTAINS

☒ Not Applicable

7: TV \ TEL \ AC.

☒ Not Applicable

8: SUPP \ STATIONERY.

☒ Not Applicable

9: MAINTENANCE

☒ Not Applicable

10: DUSTING

☒ Not Applicable

11: TIDINESS.

☒ Not Applicable

12: FURNITURE.

☒ Not Applicable

13: GUEST BATHROOMS.

☒ Not Applicable

14: FLOORS.

☒ Not Applicable

15: BATHTUB \ WC.

☒ Not Applicable

16: WASHBASIN \ COUNTER

☒ Not Applicable

17: MIRRORS.

☒ Not Applicable

18: DUSTING.

☒ Not Applicable

19: MAINTENANCE.

☒ Not Applicable

20: SUPP \ STATIONERY \ BATH LINEN

☒ Not Applicable**Section:** Floors - Guest Rooms**Subsection:** 501

1: Ceiling

☒ Yes2: Walls/ Photo Frames **NC**☒ No

Observation Text :

cracks on pelmet above head board

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 :

water residue in shower area

16: WASHBASIN \ COUNTER

☒ Yes

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 515

1: Ceiling

☒ Yes

2: Walls/ Photo Frames

☒ Not Applicable

3: Floor

☒ Not Applicable

4: WINDOW PANE \ LEDGES

☒ Not Applicable

5: BED LINEN.

☒ Not Applicable

6: UPHOLSTRY \ CURTAINS

☒ Not Applicable

7: TV \ TEL \ AC.

☒ Not Applicable

8: SUPP \ STATIONERY.

☒ Not Applicable

9: MAINTENANCE

☒ Not Applicable

10: DUSTING

☒ Not Applicable

11: TIDINESS.

☒ Not Applicable

12: FURNITURE.

☒ Not Applicable

13: GUEST BATHROOMS.

☒ Not Applicable

14: FLOORS.

☒ Not Applicable

15: BATHTUB \ WC.

☒ Not Applicable

16: WASHBASIN \ COUNTER

☒ Not Applicable

17: MIRRORS.

☒ Not Applicable

18: DUSTING.

☒ Not Applicable

19: MAINTENANCE.

☒ Not Applicable

20: SUPP \ STATIONERY \ BATH LINEN

☒ Not Applicable

Section: Floors - Guest Rooms

Subsection: 304

1: Ceiling

☒ Not Applicable

2: Walls/ Photo Frames

☒ Not Applicable

3: Floor

☒ Not Applicable

4: WINDOW PANE \ LEDGES

☒ Not Applicable

5: BED LINEN.

☒ Not Applicable

6: UPHOLSTRY \ CURTAINS

☒ Not Applicable

7: TV \ TEL \ AC.

☒ Not Applicable

8: SUPP \ STATIONERY.

☒ Not Applicable

9: MAINTENANCE

☒ Not Applicable

10: DUSTING

☒ Not Applicable

11: TIDINESS.

☒ Not Applicable

- 12: FURNITURE.
☒ Not Applicable
- 13: GUEST BATHROOMS.
☒ Not Applicable
- 14: FLOORS.
☒ Not Applicable
- 15: BATHTUB \ WC.
☒ Not Applicable
- 16: WASHBASIN \ COUNTER
☒ Not Applicable
- 17: MIRRORS.
☒ Not Applicable
- 18: DUSTING.
☒ Not Applicable
- 19: MAINTENANCE.
☒ Not Applicable
- 20: SUPP \ STATIONERY \ BATH LINEN
☒ Not Applicable

Section: Floors - Guest Rooms**Subsection:** 226

- 1: Ceiling
☒ Not Applicable
- 2: Walls/ Photo Frames
☒ Not Applicable
- 3: Floor
☒ Not Applicable
- 4: WINDOW PANE \ LEDGES
☒ Not Applicable
- 5: BED LINEN.
☒ Not Applicable
- 6: UPHOLSTRY \ CURTAINS
☒ Not Applicable
- 7: TV \ TEL \ AC.
☒ Not Applicable

8: SUPP \ STATIONERY.

☒ Not Applicable

9: MAINTENANCE

☒ Not Applicable

10: DUSTING

☒ Not Applicable

11: TIDINESS.

☒ Not Applicable

12: FURNITURE.

☒ Not Applicable

13: GUEST BATHROOMS.

☒ Not Applicable

14: FLOORS.

☒ Not Applicable

15: BATHTUB \ WC.

☒ Not Applicable

16: WASHBASIN \ COUNTER

☒ Not Applicable

17: MIRRORS.

☒ Not Applicable

18: DUSTING.

☒ Not Applicable

19: MAINTENANCE.

☒ Not Applicable

20: SUPP \ STATIONERY \ BATH LINEN

☒ Not Applicable

Section: Floors - Guest Rooms

Subsection: 224

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 :

Alarm time to set

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE **NC**

☒ No

Observation Text :

paint marks on the cot

10: DUSTING

☒ Yes

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS. **NC**

☒ No

Observation Text :

water marks on vanity counter

14: FLOORS.

☒ Yes

15: BATHTUB \ WC. **NC**

☒ No

Observation Text :

Scales in WC

16: WASHBASIN \ COUNTER

☒ Yes

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE. **NC**

☒ No

Observation Text :

Exhaust to be painted

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 108

1: Ceiling

☒ Not Applicable

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 :

Exhaust to be cleaned

19: MAINTENANCE. **NC**

☒ No

Observation Text :

no robe hook on bathroom door

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Gloss Level

Subsection: Marble Floor

1: Lobby

Rating: 8

2: Reception.

Rating: 8

3: Travel desk.

☒ Not Applicable

4: OUT Entrance.

☒ Not Applicable

5: Bell Desk

Rating: 8

6: Lobby lounge **NC**

Rating: 7

7: Lobby Entrance

Rating: 8

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 **NC**

Rating: 7

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: 10

2: Par stocks

Rating: 10

- 3: Annual indent
Rating: 10
- 4: Discards **NC**
Rating: 0
- 5: Quality of uniforms **NC**
Rating: 1
- 6: Quality of linen **NC**
Rating: 1
- 7: Uniform calendar **NC**
Rating: 0
- 8: Exchange timing
Rating: 10
- 9: Uniform exchange system
Rating: 10
- 10: Inventory of F&B Linen
Rating: 10
- 11: Inventory of Room linen
Rating: 10
- 12: Inventory of uniforms **NC**
Rating: 0
- 13: Pick up collection standards
Rating: 10
- 14: Sorting & Checking
Rating: 10
- 15: Marking & Tagging
Rating: 10
- 16: Processing
Rating: 10
- 17: Finishing
Rating: 10
- 18: Packing
Rating: 10
- 19: Billing
Rating: 10

- 20: Delivery
Rating: 10
- 21: Condition of machines **NC**
Rating: 0
- 22: Equipment, Preventive maintenance
Rating: 10
- 23: Standardized chemicals
Rating: 8
- 24: Sorting standards
Rating: 10
- 25: Washing standards
Rating: 10
- 26: Finishing standards
Rating: 10
- 27: Stacking standards
Rating: 10
- 28: Awareness of snow white initiatives **NC**
Rating: 0
- 29: Comfortable temperature in laundry
Rating: 10
- 30: Safe work practices **NC**
Rating: 7
- 31: Use of safety equipment
Rating: 10
- 32: Quality of processed articles
Rating: 10

Section: Records**Subsection:** Records & Reports

- 1: Guest supplies
Rating: 10
- 2: Cleaning supplies
Rating: 10
- 3: Linen
Rating: 8

- 4: Uniforms
Rating: 10
- 5: Lost and found records **NC**
Rating: 7
- 6: L&F issues to the claimant
Rating: 8
- 7: L&F storage
Rating: 10
- 8: L&F Letters to guests
Rating: 10
- 9: L&F Disposals
Rating: 10
- 10: Room history
Rating: 10
- 11: Duty roaster & allocation register
Rating: 10
- 12: Departure record
☒ Not Applicable
- 13: Log book messages and follow up
Rating: 10
- 14: Occupancy report (Twice a day) **NC**
Rating: 7
- 15: Under repair status
Rating: 10
- 16: DND List
Rating: 10
- 17: Property upkeep Report
Rating: 10
- 18: Monthly meeting reports
Rating: 10