Audit Report for Audit ID - AU0081-3 <u>Housekeeping Audit</u>

Audit Score 84/100

Details

Audit	AU0081
Scheduled Audit	AU0081-3
Location	Hyderabad
Hotel	GreenPark Hotel- GPH
Department	House Keeping
Checklist	Housekeeping Audit
Audit Type	Internal
Auditor	Uday Bhasker Reddy
Start Date	01-11-2018
End Date	30-11-2018
Submitted Date	30-11-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	65
Chronic Issues	17

Comparison

GREENPARK HOTEL- GPH HOUSEKEEPING AUDIT

HOUSEKEEPING AUDIT		Aug 2018	Nov 2018	VARIANCE	% of Increase	
S.No	Sections	SCORE OBTAINED	SCORE OBTAINED		/ Decrease (-/ +)	
1	Public Area	91	92	1	1.1%	
2	Procedures	76	83	7	9.21%	
3	Rest Rooms	89	99	10	11.24%	
4	Gloss Level	74	71	-3	-4.05%	
5	Linen and Laundry	74	79	5	6.76%	
6	Contractual Service	77	77	0	0%	
7	Records	79	79	0	0%	
8	Floors - Guest Rooms	85	93	8	9.41%	
	Audit Score	81	84	3	3.7%	

•	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



2: Walls. NC



3: Panels. NC



Section: Public Area **Subsection:** OUT

1: Floor. NC



Section: Public Area **Subsection:** RESIDENCY

1: Doors NC



2: Carpet. NC



Section: Public Area Subsection: TULIPS

1: Ceiling. NC



2: AC grills/Exhaust. NC



3: Panels. NC



4: Floor. NC



Section: Public Area **Subsection:** SENATE

1: Ceiling. NC



2: Dusting. NC

● No

Section: Public Area

Subsection: CHAMBERS 1

1: Floor. NC No

2: Skirting. NC

No

Section: Public Area

Subsection: CHAMBERS 2

1: Lights / TV NC

● No

Attachments:

QUE205_IMG_20181129_084138.jpg

2: AC grills/Exhaust. NC



Attachments:

QUE206_IMG_20181129_084240.jpg QUE206_IMG_20181129_084252.jpg

Observation Text:

AC unit dirty and not aligned property

3: Floor. NC



Section: Procedures

Subsection: GUEST ROOMS

1: Bathroom linen standardization. NC

Rating: 7

Section: Rest Rooms

Subsection: GENTS TOILET

1: Smell. NC

● No

Section: Rest Rooms

Subsection: BANQUET LADIES REST ROOM

1: Maintenance. NC

No

Section: Floors - Guest Rooms

Subsection: 301

1: TV\TEL\AC. NC No
2: GUEST BATHROOMS. NC No
Section: Floors - Guest Rooms Subsection: 303
1: TV\TEL\AC. NC No
2: MAINTENANCE NC No
3: BATHTUB\WC. NC
4: MAINTENANCE. NC No
Section: Floors - Guest Rooms Subsection: 361
1: Walls/ Photo Frames NC No
2: Floor NC No
Observation Text : scratches on the wooden floor
3: WINDOW PANE \ LEDGES NC No
4: MAINTENANCE NC No
Section: Floors - Guest Rooms Subsection: 354
1: WINDOW PANE \ LEDGES NC No
2: TV\TEL\AC. NC
3: MAINTENANCE. NC No

Section: Floors - Guest Rooms

Subsection: 332

1: Walls/ Photo Frames NC



2: MAINTENANCE NC



Section: Floors - Guest Rooms

Subsection: 234

1: MAINTENANCE. NC



Section: Floors - Guest Rooms

Subsection: 231

1: MAINTENANCE. NC



Section: Floors - Guest Rooms

Subsection: 243

Section: Floors - Guest Rooms

Subsection: 247

Section: Floors - Guest Rooms

Subsection: 262

Section: Floors - Guest Rooms

Subsection: 210

1: UPHOLSTRY \ CURTAINS NC



2: MAINTENANCE. NC



Section: Floors - Guest Rooms

Subsection: 204

1: FLOORS. NC



2: MAINTENANCE. NC



Section: Floors - Guest Rooms

Subsection: 104

1: FLOORS. NC



Section: Floors - Guest Rooms

Subsection: 110

1: UPHOLSTRY\CURTAINS NC

● No

2: MAINTENANCE. NC

No

Section: Floors - Guest Rooms

Subsection: 126

1: MAINTENANCE. NC

● No

Section: Floors - Guest Rooms

Subsection: 142

Section: Floors - Guest Rooms

Subsection: 147

1: BATHTUB\WC. NC

No

Section: Floors - Guest Rooms

Subsection: 154

1: MAINTENANCE NC

● No

2: MAINTENANCE. NC

No

Section: Floors - Guest Rooms

Subsection: 258

Section: Floors - Guest Rooms

Subsection: 260

Section: Floors - Guest Rooms

Subsection: Floors

Section: Gloss Level **Subsection:** Marble Floor

1: Lobby NC Rating: 7

2: Reception. NC

Rating: 6

3: Travel desk. NC

Rating: 6

- 4: Bell Desk NC Rating: 5
- 5: Opposite to banquet office NC Rating: 7
- 6: Gardenia entrance NC Rating: 7
- 7: Prefunction of Residency NC Rating: 7
- 8: Gardenia entrance NC Rating: 4
- 9: Tulips NC Rating: 3

Section: Linen and Laundry

Subsection: Linen, Laundry & Guest Laundry

- 1: Par stocks NC Rating: 7
- 2: Quality of uniforms NC Rating: 7
- 3: Finishing standards NC Rating: 7

Section: Contractual Service **Subsection:** Contractual Service

- 1: Maintenance of plants NC Rating: 7
- 2: Quality of landscaping NC Rating: 7
- 3: Overall impression NC Rating: 7
- 4: Periphery of the hotel **NC** Rating: 7

Section: Records

Subsection: Records & Reports

1: Guest supplies NC Rating: 6

Chronic

Section: Public Area **Subsection:** LOBBY

1: Ceiling. NC



Section: Public Area **Subsection:** OUT

1: Floor. NC



Section: Public Area **Subsection:** RESIDENCY

1: Carpet. NC



Section: Procedures

Subsection: GUEST ROOMS

1: Bathroom linen standardization. NC

Rating: 7

Section: Rest Rooms

Subsection: BANQUET LADIES REST ROOM

1: Maintenance. NC



Section: Gloss Level
Subsection: Marble Floor

1: Travel desk. NC

Rating: 6

2: Bell Desk NC

Rating: 5

3: Opposite to banquet office NC

Rating: 7

4: Gardenia entrance NC

Rating: 7

5: Prefunction of Residency NC

Rating: 7

6: Gardenia entrance NC

Rating: 4

7: Tulips NC Rating: 3

Section: Linen and Laundry

Subsection: Linen, Laundry & Guest Laundry

1: Par stocks NC Rating: 7

2: Quality of uniforms NC Rating: 7

Section: Contractual Service **Subsection:** Contractual Service

1: Maintenance of plants NC Rating: 7

 Quality of landscaping NC Rating: 7

3: Overall impression NC Rating: 7

Audit Questionnaire

Section: Public Area **Subsection:** LOBBY

1: Doors



2: Signage's



3: Carpet.



4: Ceiling. NC



5: Lights / TV



6: AC grills/Exhaust.



7: Walls. NC



8: Paintings.



9: Panels. NC



10: Fabric.



11: Floor.



12: Dusting.



13: Skirting.



14: Furniture.



15: Upholstery.



	<u> </u>
16: Polishing. Yes	
17: Accessories. Yes	
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. 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. Yes	
11: Floor. NC No	

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 Yes
2: Signage's Yes
3: Carpet. Not Applicable
4: Ceiling. Yes
5: Lights / TV Yes
6: AC grills/Exhaust. Yes
7: Walls. Yes

	Green Fark Corporate Audit Team.
8:	Paintings. Yes
9:	Panels. Yes
	Tes Tes
10:	Fabric.
11.	Floor.
	Yes
12:	Dusting. Yes
	O Tes
13:	Skirting.
	Yes
14:	Furniture.
4.5	
15:	Upholstery. Yes
16:	Polishing.
	Yes
17:	Accessories.
18.	Banquet/Tables.
10.	Yes
19:	Brass/Copper. Yes
	O Tes
20:	Window panes/Ledges.
	Yes
Sec	ction: Public Area
Sul	osection: RESIDENCY
1:	Doors NC
	○ No
2.	Signage's
- .	Yes
_	
3:	Carpet. NC No

		Croon run Corporator	tuunt 70an
4:	Ceiling. Yes		
5:	Lights / TV Yes		
6:	AC grills/Exhaust. Yes		
7:	Walls. Yes		
8:	Paintings. Yes		
9:	Panels. Yes		
10	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. O Yes		

Section: Public Area Subsection: TULIPS 1: Doors Yes 2: Signage's Yes 4: Ceiling. NC No 5: Lights / TV Yes 6: AC grills/Exhaust. NC No 7: Walls. Yes 8: Paintings. Yes 9: Panels. NC No 10: Fabric. Yes 11: Floor. NC No 12: Dusting. Yes 13: Skirting. Yes 14: Furniture. Yes 15: Upholstery. Yes

16: Polishing.

Yes

	<u>. </u>
17: Accessories. Yes	
18: Banquet/Tables. Yes	
19: Brass/Copper. Not Applicable	
20: Window panes/Ledges. Yes	
Section: Public Area Subsection: MUSTANG BAR	
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. Yes	
11: Floor. Yes	
12: Dusting. Yes	
13: Skirting.	



Section: Public Area

Yes

2: Signage's Yes

4: Ceiling.

Yes

6: AC grills/Exhaust. Yes

5: Lights / TV Yes

7: Walls.

Yes

8: Paintings. Yes

9: Panels.

1: Doors

Subsection: CONSULATE

3: Carpet. Not Applicable

	Green Park Corporate Audit Team
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: OUT OF THE BOX	
1: Doors Yes	
2: Signage's Yes	
3: Carpet. Not Applicable	
4: Ceiling. Yes	
5: Lights / TV Yes	

		Groom rain corporate maan	. oa
6	: AC grills/Exhaust. Yes		
7	: Walls. Yes		
8	: Paintings. Yes		
g	: Panels. Yes		
1	0: Fabric. Yes		
1	1: Floor. Yes		
1	2: Dusting. Yes		
1	3: Skirting. Yes		
1	4: Furniture. Yes		
1	5: Upholstery. Yes		
1	6: Polishing. Yes		
1	7: Accessories. Yes		
1	8: Banquet/Tables. Yes		
1	9: Brass/Copper. Not Applicable		
2	0: Window panes/Ledges. Or Yes		
	Section: Public Area Subsection: SENATE		
1	: Doors Organisation Yes		

	Green Park Corporate Audit Tean
2: Signage's Yes	
3: Carpet. Not Applicable	
4: Ceiling. NC No	
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. NC No	
13: Skirting. Yes	
14: Furniture. Yes	
15: Upholstery. Yes	
16: Polishing. Yes	
17: Accessories. Yes	
18: Banquet/Tables. Yes	

19: Brass/Co	opper. Not Applicable
20: Window p	panes/Ledges.
Section: Publi Subsection: (
1: Doors Yes	
2: Signage's Yes	
3: Carpet.	✓ Not Applicable
4: Ceiling. Yes	
5: Lights / TV Yes Attachments QUE185_	
6: AC grills/E Yes	xhaust.
7: Walls. Yes	
8: Paintings. Yes	
9: Panels. Yes	
10: Fabric. Yes	
11: Floor. No	1C
12: Dusting. Yes	
13: Skirting. No	NC
14: Furniture Yes	

15: Upholstery. Yes	
16: Polishing. Yes	
17: Accessories. Yes	
18: Banquet/Tables. Yes	
19: Brass/Copper.	
20: Window panes/Ledges. Yes	
Section: Public Area Subsection: CHAMBERS 2	
1: Doors Yes	
2: Signage's Yes	
3: Carpet. Not Applicable	
4: Ceiling. Yes	
5: Lights / TV NC No	
Attachments : QUE205_IMG_20181129_084138.jpg	
6: AC grills/Exhaust. NC No	
Attachments : QUE206_IMG_20181129_084240.jpg QUE206_IMG_20181129_084252.jpg	
Observation Text : AC unit dirty and not aligned property	
7: Walls. Yes	
8: Paintings. Not Applicable	
9: Panels.	

 [Av.	Green Park Corporate Audit Team.
	Yes	
10:	Fabric.	
	Yes	
11:	Floor. NC	
	● No	
12:	Dusting.	
A	Yes ttachments:	
	QUE212_IMG_20181129_084355.jpg	
13:	Skirting.	
	Yes	
14:	Furniture.	
	Yes	
15:	Upholstery.	
16:	Polishing.	
	Yes	
17:	Accessories.	
	Yes	
18:	Banquet/Tables.	
19:	Brass/Copper.	
20:	Window panes/Ledges.	
	Yes	
Sec	etion: Public Area	
Suk	osection: CHAMBERS 3	
1:	Doors Yes	
	_	
2:	Signage's Yes	
	_	
3:	Carpet. Not Applicable	
4:	Ceiling.	

	·	
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	
	ction: Procedures bsection: GUEST ROOMS	

1:	Bathroom linen standardization. NC Rating: 7
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: 8
6:	Housekeeping - Turndown service. Rating: 8
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: 8
11:	Carpets. Rating: 8
12:	Care and maintenance of runners. Not Applicable
13:	Standardized in room items. Rating: 8
14:	Sleep quality comfort. Rating: 8
15:	Specification of cleaning chemicals. Rating: 8
16:	Standardized bed linen / mattress / foundation. Rating: 8
17:	Standardization of par levels for room linen and table linen. Rating: 8

- 18: Measurable instruments for quality / standards measurements. Rating: 8
- 19: Guest-laundry pickup.Rating: 8

Section: Rest Rooms

Subsection: GENTS TOILET

- 1: Taps.
 - Yes
- 2: Maintenance.
 - Yes
- 3: Smell. NC
 - No
- 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 things
 - Yes

Section: Rest Rooms

Subsection: LADIES LOCKER

	Green Park Corporate Audit Team
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 things Yes	
Section: Rest Rooms Subsection: LOBBY GENTS REST ROOM	
1: Taps. Yes	
2: Maintenance. Yes	
3: Smell. Yes	

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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 things		
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		

	Green Park Corporate Aud	iii reaiii
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 things		
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		

	Green Park Corporate Audit Team.
Yes	
11: Exhaust Yes	
12: Urinal. Yes	
13: Mattress / Other things	
Section: Rest Rooms Subsection: BANQUET LADIES REST ROOM	
1: Taps. Yes	
2: Maintenance. NC No	
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 things	

Section: Rest Rooms

Subsection: EXECUTIVES GENTS LOCKER

1: Taps.



2: Maintenance.



3: Smell.



4: Floor.



5: Tiles.



6: W/C



7: Basin.



8: Mirror



9: Soap /Supplies



10: Door /Walls / Ceiling



11: Exhaust



12: Urinal.



13: Mattress / Other things



Section: Rest Rooms

Subsection: CHANCERY GENTS

1: Taps.



2: Maintenance.



	Green Park Corporate Audit Team
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 things	
Section: Rest Rooms Subsection: OTB LADIES REST ROOM	
1: Taps. Yes	
2: Maintenance. Yes	
3: Smell. Yes	
4: Floor. Yes	
5: Tiles. Yes	
6: W/C	

	Green Park Corporate Audit Team
Yes	
7: Basin.	
Yes	
8: Mirror	
Yes	
9: Soap /Supplies	
Yes	
10: Door /Walls / Ceiling	
Yes	
11: Exhaust	
Yes	
12: Urinal.	
13: Mattress / Other things	
Section: Rest Rooms	
Subsection: OTB 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

	,
1	0: Door /Walls / Ceiling Yes
1	1: Exhaust Yes
1	2: Urinal. Yes
1	3: Mattress / Other things
	Section: Rest Rooms Subsection: STAFF 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
g	Soap /Supplies Yes
1	0: Door /Walls / Ceiling Yes
1	1: Exhaust Yes
1	2: Urinal. Not Applicable
1	3: Mattress / Other things



Section: Rest Rooms

Subsection: CHANCERY LADIES

1: Taps.



2: Maintenance.



3: Smell.



4: Floor.



5: Tiles.



6: W/C



7: Basin.



8: Mirror



9: Soap /Supplies



10: Door /Walls / Ceiling



11: Exhaust



12: Urinal. Not Applicable

Section: Floors - Guest Rooms

Subsection: 301

1: Ceiling



2: Walls/ Photo Frames



		Green Park Corporate Audit 1	ean
3:	Floor Yes		
4:	WINDOW PANE \ LEDGES Yes		
5:	BED LINEN. Yes		
6:	UPHOLSTRY\CURTAINS Yes		
7:	TV\TEL\AC. NC No		
8:	SUPP \ STATIONERY. Yes		
9:	MAINTENANCE Yes		
10	: DUSTING Yes		
11	: TIDINESS. Yes		
12	: FURNITURE. Yes		
13	: GUEST BATHROOMS. NC No		
14	: FLOORS. Yes		
15	BATHTUB\WC.		
16	: WASHBASIN \ COUNTER O Yes		
17	: MIRRORS. Yes		
18	: DUSTING. Yes		
19	: MAINTENANCE. O Yes		

	SUPP \ STATIONERY \ BATH LINEN Yes
	ion: Floors - Guest Rooms section: 303
	Ceiling Yes
	Valls/ Photo Frames Yes
3: F	loor Yes
	VINDOW PANE \ LEDGES Yes
	EED LINEN. Yes
	IPHOLSTRY \ CURTAINS Yes
	V\TEL\AC. NC No
8: S	SUPP \ STATIONERY. Yes
	MAINTENANCE NC No
	DUSTING Yes
	TIDINESS. Yes
	FURNITURE. Yes
	GUEST BATHROOMS. Yes
	FLOORS. Yes
	BATHTUB\WC. NC No

16:	WASHBASIN \ COUNTER Yes
17:	MIRRORS. Yes
18:	DUSTING. Yes
19:	MAINTENANCE. NC No
20:	SUPP \ STATIONERY \ BATH LINEN Yes
	etion: Floors - Guest Rooms osection: 361
1:	Ceiling Yes
2:	Walls/ Photo Frames NC No
3:	Floor NC No
	Observation Text : cratches on the wooden floor
4:	WINDOW PANE \ LEDGES NC No
5:	BED LINEN. Yes
6:	UPHOLSTRY \ CURTAINS Yes
7:	TV \ TEL \ AC. Yes
8:	SUPP \ STATIONERY. Yes
9:	MAINTENANCE NC No
10:	DUSTING Yes

		order ram corpora	to riddic rodiii
	TIDINESS. Yes		
	FURNITURE. Yes		
	GUEST BATHROOMS. Yes		
	FLOORS. Yes		
	BATHTUB \ WC. Yes		
	WASHBASIN \ COUNTER Yes		
	MIRRORS. Yes		
18:	DUSTING. Yes		
	MAINTENANCE. Yes		
	SUPP \ STATIONERY \ BATH LINEN Yes		
	ion: Floors - Guest Rooms section: 354		
	Ceiling Yes		
	Valls/ Photo Frames Yes		
3: F	loor Yes		
	VINDOW PANE \ LEDGES NC No		
	Yes		
	JPHOLSTRY \ CURTAINS Yes		

7: TV\TEL\AC. NC No	
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	
20: SUPP\STATIONERY\BATH LINEN Yes	
Section: Floors - Guest Rooms Subsection: 332	
1: Ceiling Yes	
2: Walls/ Photo Frames NC No	

		Croon rank Corporal	o maant maan
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		
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\STATION	NERY \ BATH LINEN	
Section: Floors - Gue Subsection: 234	st Rooms	
1: Ceiling Yes		
2: Walls/ Photo Fram Yes	nes	
3: Floor Yes		
4: WINDOW PANE \ Yes	LEDGES	
5: BED LINEN. Yes		
6: UPHOLSTRY\CU	JRTAINS	
7: TV\TEL\AC. Yes		
8: SUPP\STATION Yes	ERY.	
9: MAINTENANCE Yes		
10: DUSTING Yes		
11: TIDINESS. Yes		
12: FURNITURE. Yes		
13: GUEST BATHRO	DOMS.	
14: FLOORS. Yes		
15: BATHTUB\WC. Yes		

16: WASHBASIN \ COUNTER Yes
17: MIRRORS. Yes
18: DUSTING. Yes
19: MAINTENANCE. NC No
20: SUPP\STATIONERY\BATH LINEN Yes
Section: Floors - Guest Rooms Subsection: 231
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

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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	
20:	SUPP \ STATIONERY \ BATH LINEN Yes	
	ction: Floors - Guest Rooms osection: 243	
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	

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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	
	ction: Floors - Guest Rooms bsection: 247	
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			•
 ● 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 	4:		
 ♠ Yes 7: TV\TEL\AC.	5:	_	
 ③ Yes 8: SUPP\STATIONERY. ⑥ Yes 9: MAINTENANCE ⑥ Yes 10: DUSTING ⑥ Yes 11: TIDINESS. ⑥ Yes 12: FURNITURE. ⑥ Yes 13: GUEST BATHROOMS. ⑥ Yes 14: FLOORS. ⑥ Yes 15: BATHTUB\WC. ⑥ Yes 16: WASHBASIN\COUNTER ⑥ Yes 17: MIRRORS. ⑥ Yes 18: DUSTING. ⑥ Yes 19: MAINTENANCE. ⑥ Yes 20: SUPP\STATIONERY\BATH LINEN 	6:		
 Yes 9: MAINTENANCE	7:		
 Yes DUSTING Yes 11: TIDINESS. Yes 12: FURNITURE. Yes GUEST BATHROOMS. Yes 14: FLOORS. Yes BATHTUB\WC. Yes WASHBASIN\COUNTER Yes MIRRORS. Yes DUSTING. Yes MAINTENANCE. Yes SUPP\STATIONERY\BATH LINEN SUPP\STATIONERY\BATH LINEN	8:		
 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 	9:		
 ▶ 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 	10:		
 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 	11:		
 Yes 14: FLOORS. Yes 15: BATHTUB\WC. Yes 16: WASHBASIN\COUNTER Yes 17: MIRRORS. Yes 18: DUSTING.	12:	_	
 Yes 15: BATHTUB \ WC. Yes 16: WASHBASIN \ COUNTER Yes 17: MIRRORS. Yes 18: DUSTING. Yes 19: MAINTENANCE. Yes 20: SUPP \ STATIONERY \ BATH LINEN 	13:		
 Yes 16: WASHBASIN \ COUNTER Yes 17: MIRRORS. Yes 18: DUSTING. Yes 19: MAINTENANCE. Yes 20: SUPP \ STATIONERY \ BATH LINEN 	14:		
Yes 17: MIRRORS. Yes 18: DUSTING. Yes 19: MAINTENANCE. Yes 20: SUPP\STATIONERY\BATH LINEN	15:	_	
Yes 18: DUSTING. Yes 19: MAINTENANCE. Yes 20: SUPP \ STATIONERY \ BATH LINEN	16:		
Yes 19: MAINTENANCE. Yes 20: SUPP \ STATIONERY \ BATH LINEN	17:		
Yes 20: SUPP \ STATIONERY \ BATH LINEN	18:		
	19:		
	20:		

Section: Floors - Guest Rooms Subsection: 262		
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
	ction: Floors - Guest Rooms bsection: 210
1:	Ceiling Yes
2:	Walls/ Photo Frames Yes
3:	Floor Yes
4:	WINDOW PANE \ LEDGES Yes
5:	BED LINEN. Yes
6:	UPHOLSTRY \ CURTAINS NC No
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
20:	SUPP \ STATIONERY \ BATH LINEN Yes
	etion: Floors - Guest Rooms esection: 204
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

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9: MAINTENANCE Yes		
10: DUSTING Yes		
11: TIDINESS. Yes		
12: FURNITURE. Yes		
13: GUEST BATHROOMS. Yes		
14: FLOORS. NC No		
15: BATHTUB\WC. Yes		
16: WASHBASIN \ COUNTER Yes		
17: MIRRORS. Yes		
18: DUSTING. Yes		
19: MAINTENANCE. NC No		
20: SUPP\STATIONERY\BATH LINEN Yes		
Section: Floors - Guest Rooms Subsection: 104		
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. NC No
15:	BATHTUB \ WC. Yes
16:	WASHBASIN \ COUNTER Yes
17:	MIRRORS. Yes
18:	DUSTING. Yes
19:	MAINTENANCE. Yes
20:	SUPP \ STATIONERY \ BATH LINEN Yes
	etion: Floors - Guest Rooms psection: 110

1:	Ceiling Yes		
2:	Walls/ Photo Frames Yes		
3:	Floor Yes		
4:	WINDOW PANE \ LEDGES Yes		
5:	BED LINEN. Yes		
6:	UPHOLSTRY\CURTAINS	NC	
7:	TV \ TEL \ AC. Yes		
8:	SUPP \ STATIONERY.		
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	
20:	SUPP \ STATIONERY \ BATH LINEN Yes	
	ction: Floors - Guest Rooms bsection: 126	
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	

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14: FLOORS. Yes
15: BATHTUB\WC. Yes
16: WASHBASIN \ COUNTER Yes
17: MIRRORS. Yes
18: DUSTING. Yes
19: MAINTENANCE. NC No
20: SUPP\STATIONERY\BATH LINEN Yes
Section: Floors - Guest Rooms Subsection: 142
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	
	tion: Floors - Guest Rooms esection: 147	
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. O 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
16:	WASHBASIN \ COUNTER Yes
17:	MIRRORS. Yes
18:	DUSTING. Yes
19:	MAINTENANCE. Yes
20:	SUPP \ STATIONERY \ BATH LINEN Yes
	stion: Floors - Guest Rooms esection: 154
1:	Ceiling Yes

		Croon rank Corporate	/ tau/t / ou//
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		
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		

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19: MAINTENANCE. NC No
20: SUPP\STATIONERY\BATH LINEN Yes
Section: Floors - Guest Rooms Subsection: 258
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

1	5: BATHTUB\WC. Yes
1	6: WASHBASIN \ COUNTER Yes
1	7: MIRRORS. Yes
1	B: DUSTING. Yes
1	9: MAINTENANCE. Yes
2	D: SUPP \ STATIONERY \ BATH LINEN Yes
	ection: Floors - Guest Rooms ubsection: 260
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
1	D: 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	
	tion: Floors - Guest Rooms section: Floors	
1: (Ceiling Yes	
2: \	Walls/ Photo Frames Yes	
3: I	Floor Yes	
4: \	WINDOW PANE \ LEDGES Yes	
5: I	BED LINEN. Yes	
6: I	UPHOLSTRY \ CURTAINS Yes	

		Green Park Co	rporate Audit	i eaiii.
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.			
16	: WASHBASIN \ COUNTER Yes			
17	: MIRRORS. Yes			
18	: DUSTING. Yes			
19	: MAINTENANCE. Yes			
20	: SUPP\STATIONERY\BATH LINEN O Yes			
	ection: Gloss Level absection: Marble Floor			
1:	Lobby NC Rating: 7			
2:	Reception. NC Rating: 6			

- 3: Travel desk. NC Rating: 6
- 4: OUT Entrance. Rating: 8
- 5: Bell Desk NC Rating: 5
- 6: Lobby lounge Rating: 8
- 7: Lobby Entrance Rating: 8
- 8: Guest elevator opposite Rating: 8
- 9: Opposite to banquet office NC Rating: 7
- 10: Gardenia entrance NC Rating: 7
- 11: Senate Rating: 9
- 12: Prefunction of Residency NC Rating: 7
- 13: Gardenia entrance NC Rating: 4
- 14: Tulips NC Rating: 3
- 15: Lobby Gents rest room Rating: 9
- 16: Lobby Ladies rest room Rating: 9
- 17: Banquets Gents rest room Rating: 8
- 18: Banquets Ladies rest room Rating: 8
- 19: Gardenia entranceRating: 8

Section: Linen and Laundry

Subsection: Linen, Laundry & Guest Laundry

1: Linen room stacking

Rating: 8

2: Par stocks NC

Rating: 7

3: Annual indent

Rating: 8

4: Discards

Rating: 8

5: Quality of uniforms NC

Rating: 7

6: Quality of linen

Rating: 8

7: Uniform calendar

Rating: 8

8: Exchange timing

Rating: 8

9: Uniform exchange system

Rating: 8

10: Inventory of F&B Linen

Rating: 8

11: Inventory of Room linen

Rating: 8

12: Inventory of uniforms

Rating: 8

13: Pick up collection standards

Rating: 8

14: Sorting & Checking

Rating: 8

15: Marking & Tagging

Rating: 8

16: Processing Not Applicable



17:	Finishing Rating: 8
18:	Packing Rating: 8
19:	Billing Rating: 8
20:	Delivery Rating: 8
21:	Condition of machines Not Applicable
22:	Equipment, Preventive maintenance Not Applicable
23:	Standardized chemicals Not Applicable
24:	Sorting standards Not Applicable
25:	Washing standards Rating: 8
26:	Finishing standards NC Rating: 7
27:	Stacking standards Rating: 8
28:	Awareness of snow white initiatives Rating: 8
29:	Comfortable temperature in laundry Not Applicable
30:	Safe work practices Not Applicable
31:	Use of safety equipment Not Applicable
32:	Quality of processed articles Not Applicable
	tion: Contractual Service section: Contractual Service
1: 3	Schedule of treatment for rooms Rating: 8
2: 3	Schedule of treatment for kitchen Rating: 8
3: 3	Schedule of treatment for F&B outlets

Green Park Corporate Audit Team. Rating: 8 4: Standards of chemicals Rating: 8 5: Staff uniform and grooming Rating: 8 6: Effectiveness Rating: 8 7: Quality of flowers & flower vase Rating: 8 8: Costing Rating: 8 9: Skill knowledge Rating: 8 10: Maintenance of plants NC Rating: 7 11: Quality of landscaping NC Rating: 7 12: Overall impression NC Rating: 7 13: Periphery of the hotel NC Rating: 7 Section: Records Subsection: Records & Reports 1: Guest supplies NC Rating: 6 2: Cleaning supplies Rating: 8 3: Linen Rating: 8 4: Uniforms Rating: 8

5: Lost and found records

Rating: 8

6: L&F issues to the claimant Rating: 8

7: L&F storage Rating: 8

9: L&F Disposals Rating: 8

10: Room history Rating: 8

11: Duty roaster & allocation register Rating: 8

12: Attendance record Rating: 8

13: Log book messages and follow up Rating: 8

14: Occupancy report (Twice a day)Rating: 8

15: Under repair statusRating: 8

16: DND List Rating: 8

17: Property upkeep Report Rating: 8

18: Monthly meeting reports Rating: 8