# Audit Report for Audit ID - AU00116-1 MGFO-SPA

Audit Score 100/100

### **Details**

Audit	AU00116		
Scheduled Audit	AU00116-1		
Location	Hyderabad		
Hotel	Marigold Hotel		
Department	Front Office		
Checklist	MGFO-SPA		
Audit Type	Internal		
Auditor	Duty Manager MG		
Start Date	30-04-2018		
End Date	30-04-2018		
Submitted Date	30-04-2018		
Status	Completed		
Assigned By	Administrator Account		
Non-Compliance	0		
Chronic Issues	0		

### Comparison

# MARIGOLD HOTEL MGFO-SPA

MGFO-SPA		Apr 2018	VARIANCE	% of Increase / Decrease (-/ +)	
S.No	Sections	SCORE OBTAINED			
1	Front Office	100	-	-	
Audit Score		<b>1</b> 00	-	-	

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

## Non-Compliance

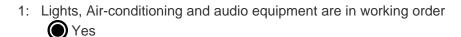
No non-compliances found

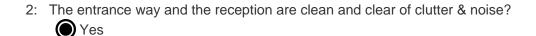
### Chronic

No chronic issues found

#### **Audit Questionnaire**

**Section:** Front Office **Subsection:** SPA





- 3: A dedicated associate is behind the reception desk at all times with a Menu Yes
- 4: Associates are well groomed, pleasant and have the required SPA Knowledge.

  Yes
- 5: Appropriate, soothing music is playing and the Aroma is soothing Yes
- 6: Showers, Lockers and rest rooms are clean, dry and damage free

  Yes
- 7: All hard surfaces are free of marks and scratches.

  Yes
- 8: All the basins used for hair washing, Manicure pedicure are clean and damage free

  Yes
- 9: Treatment beds are fully made
  - Yes
- 10: The quality of the linen, Towels and Bath robes is as per standardsYes
- 11: Basic etiquettes of greeting and seating a guest are followed by associates

  Yes
- 12: Spa associates are seated in their designated area and not lazing around Yes