Audit Report for Audit ID - AU0060-1 <u>Housekeeping Audit</u>

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

Audit Questionnaire

Section: Public Area **Subsection:** LOBBY

1: Doors NC No

Observation Text:

Dirty around the door plates to be cleaned

2: Signage's



3: Carpet.



4: Ceiling.



5: Lights / TV



6: AC grills/Exhaust.



7: Walls.



8: Paintings.



9: Panels. NC



Observation Text:

Polish shades mismatch at Tulip entrance

10: Fabric.



11: Floor. NC



Observation Text:

PH ramp floor stone to be scrubbed

12: Dusting.



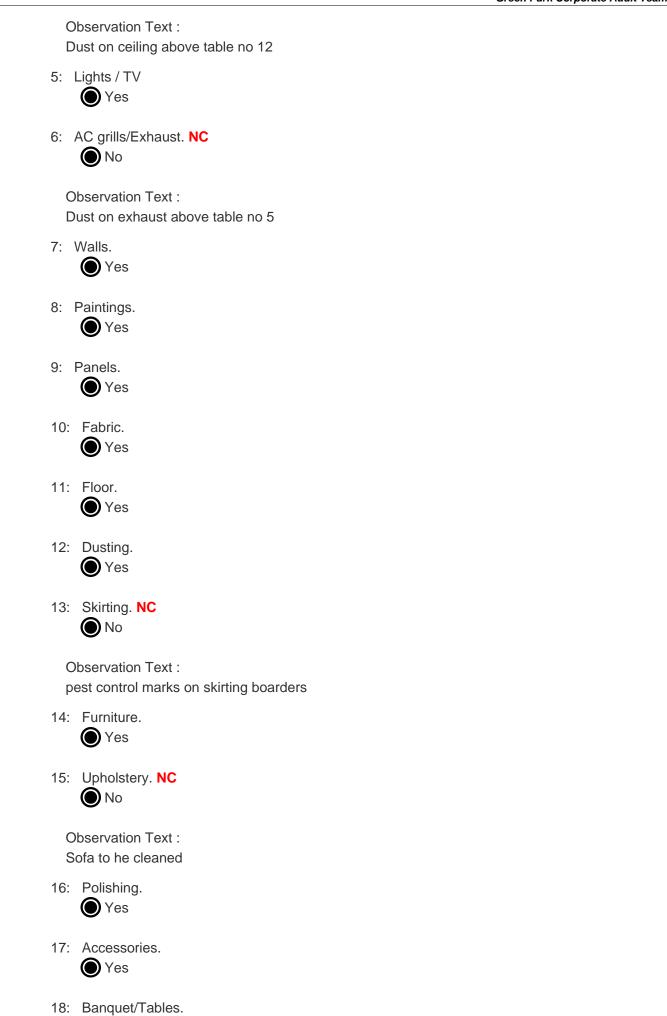
		Green rain Gerperan	o riadic roun
13:	Skirting. Yes		
14:	Furniture. Yes		
15:	Upholstery. Yes		
16:	Polishing. Yes		
17:	Accessories. NC No		
	Observation Text : land towels at DFMD to be replaced with velvet lining		
18:	Banquet/Tables. Yes		
19:	Brass/Copper. Yes		
20:	Window panes/Ledges. Yes		
	etion: Public Area		
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		

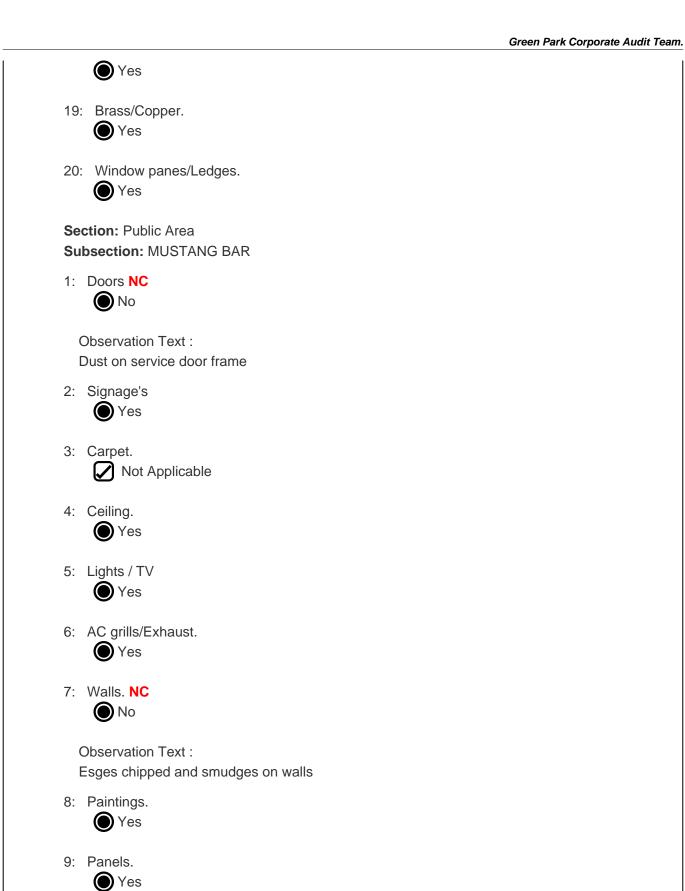
		Green Park Corporate Audit Team
7:	Walls. Yes	
8:	Paintings. Yes	
9:	Panels. NC No	
	Observation Text : DR glass panels to be cleaned	
10:	Fabric. NC No	
	Observation Text : ood crumbs in sofas	
11:	Floor. Yes	
12:	Dusting. Yes	
13:	Skirting. Yes	
14:	Furniture. Yes	
15:	Upholstery. Yes	
16:	Polishing. Yes	
17:	Accessories. Yes	
18:	Banquet/Tables. Yes	
19:	Brass/Copper. Yes	
20:	Window panes/Ledges. Yes	
	etion: Public Area psection: CHANCERY	

		Green Park Corporate Audit Tean
	Doors NC No	
	oservation Text : rt around door plates to be cleaned	
2: \$	Signage's Yes	
3: (Carpet. Not Applicable	
4: (Ceiling. Yes	
5: L	Lights / TV Yes	
	AC grills/Exhaust. Yes	
7: V	Valls. Yes	
8: F	Paintings. Yes	
9: F	Panels. Not Applicable	
	Fabric. NC No	
_	oservation Text : all panels beside the entrance are stained	
	Floor. Yes	
	Dusting. Yes	
13:	Skirting. NC No	
	bservation Text : ucff marks to be scrubbed	
14:	Furniture. Yes	

Upholstery. Yes
Polishing. Yes
Accessories. NC No
Observation Text : Plant leaves dried up to be removed after the event
Banquet/Tables. Yes
Brass/Copper. Yes
Window panes/Ledges. Yes
ction: Public Area bsection: RESIDENCY
Doors Not Applicable
Signage's Not Applicable
Carpet. Not Applicable
Ceiling. Not Applicable
Lights / TV Not Applicable
AC grills/Exhaust. Not Applicable
Walls. Not Applicable
Paintings. Not Applicable
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	
	tion: Public Area esection: TULIPS	
1:	Doors NC No	
	bservation Text : ust on door frame	
2:	Signage's Yes	
3:	Carpet. Not Applicable	
4:	Ceiling. NC No	





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

	Green Park Corporate Audit Team
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.

14: Furniture.

Not Applicable

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
	ction: Public Area bsection: MEKONG
1:	Doors Yes
	ction: Public Area
	bsection: CONVENTION HALL
1:	Doors Not Applicable
	ction: Public Area bsection: RNG
1:	Doors Not Applicable
	ction: Procedures bsection: 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

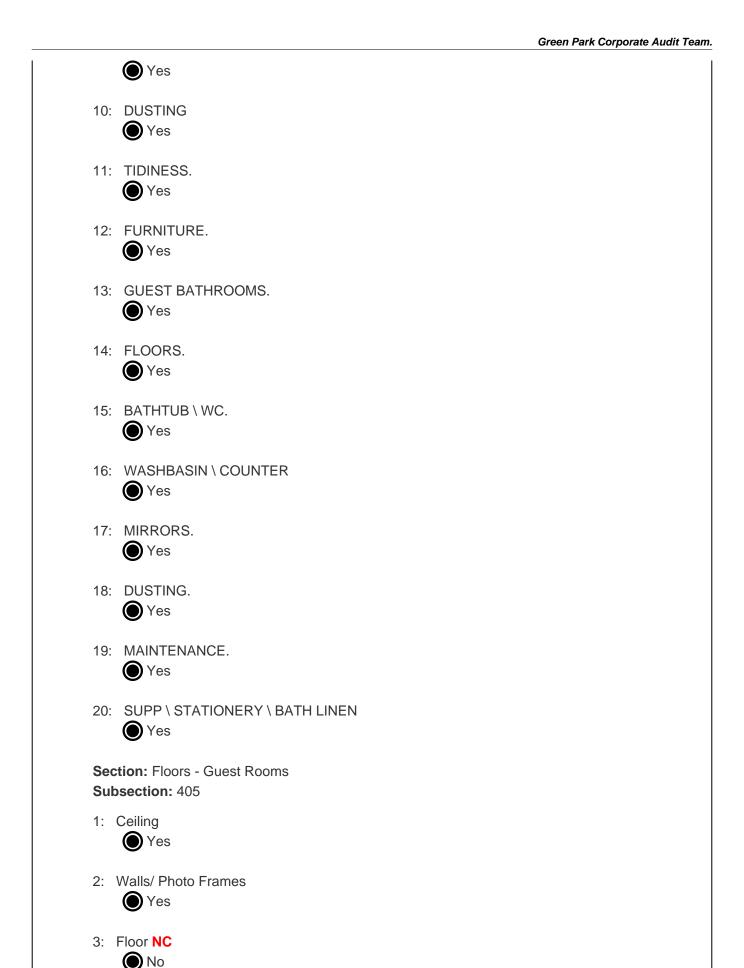
Subsection: 509

1: Ceiling



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. O Yes
13	: GUEST BATHROOMS. OYes
14	: FLOORS. Yes
15	: BATHTUB\WC. NC No
	Observation Text : water residue

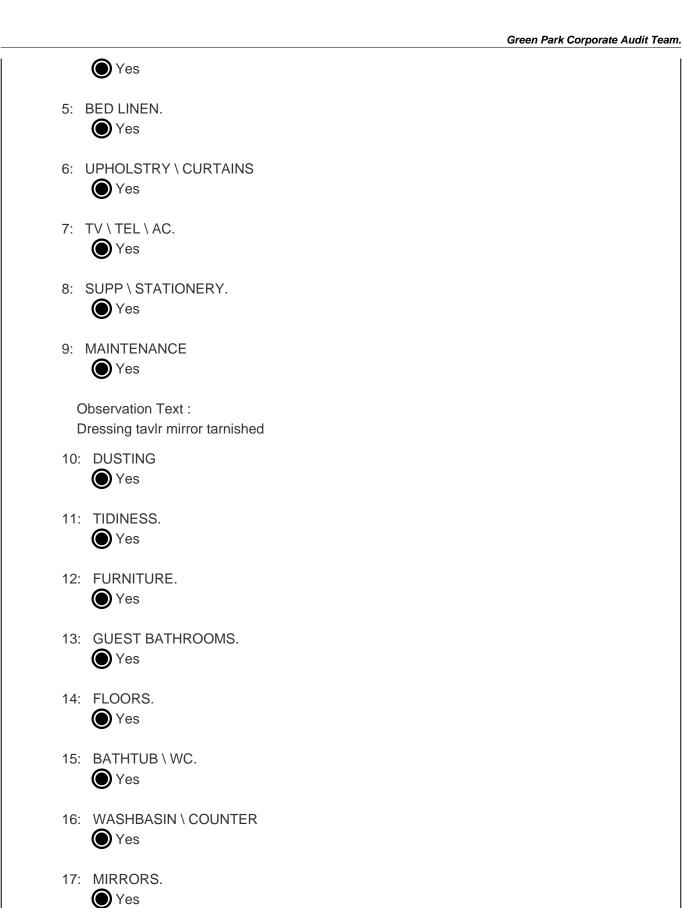
		<u> </u>
16:	WASHBASIN \ COUNTER Yes	
17:	MIRRORS. Yes	
18:	DUSTING. Yes	
19:	MAINTENANCE. Yes	
20:	SUPP \ STATIONERY \ BATH LINEN Yes	
	etion: Floors - Guest Rooms psection: 406	
1:	Ceiling Yes	
	Observation Text : sects on hanging light	
2:	Walls/ Photo Frames Yes	
3:	Floor NC No	
	Observation Text : ust on floor	
4:	WINDOW PANE \ LEDGES Yes	
5:	BED LINEN. NC No	
	Observation Text : illing on duvet cover	
6:	UPHOLSTRY \ CURTAINS Yes	
7:	TV \ TEL \ AC. Yes	
8:	SUPP \ STATIONERY. OYes	
9:	MAINTENANCE	



4: WINDOW PANE \ LEDGES

Mopping to be done properly

Observation Text:



18: DUSTING. Yes

19: MAINTENANCE. Yes

Green Park Corporate Audit Team. 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.

- 16: WASHBASIN \ COUNTER
- 17: MIRRORS.
- 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

	Green Park Corporate Audit Team
Yes	
7: TV\TEL\AC.	
Yes	
8: SUPP\STATIONERY. OYes	
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.	

Section: Floors - Guest Rooms

20: SUPP\STATIONERY\BATH LINEN

Yes

Yes

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

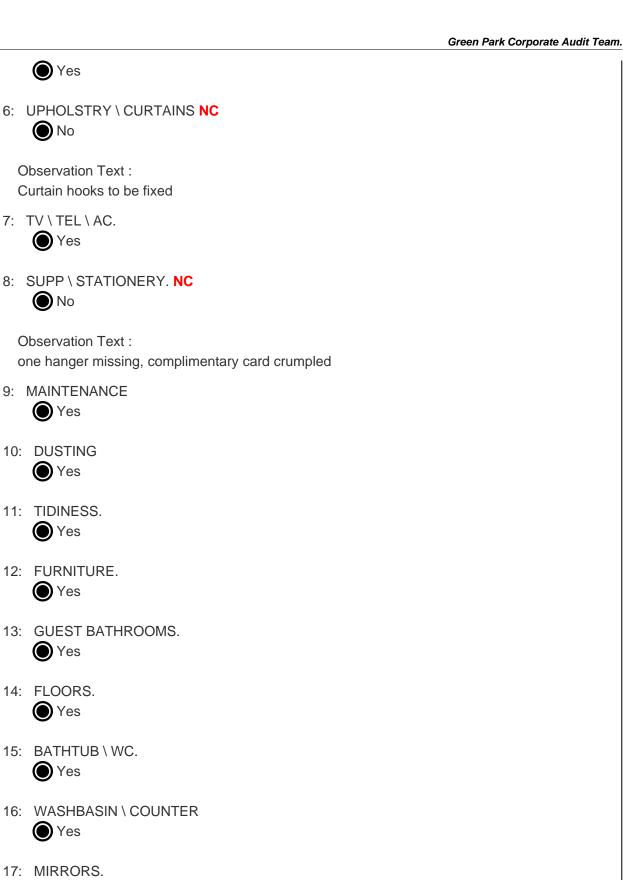
·
17: MIRRORS. Not Applicable
18: DUSTING. Not Applicable
19: MAINTENANCE. Not Applicable
20: SUPP \ STATIONERY \ BATH LINEN Not Applicable
Section: Floors - Guest Rooms Subsection: 326
1: Ceiling Yes
2: Walls/ Photo Frames NC No
Observation Text : smudges on walls
3: Floor Yes
4: WINDOW PANE \ LEDGES 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.

		Green Park Corporate Audit Te
	Yes	
11:	FURNITURE. Yes	
12:	GUEST BATHROOMS. NC No	
	bservation Text : por 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	
	tion: Floors - Guest Rooms section: 334	
1: (Ceiling Yes	
2: \	Walls/ Photo Frames NC No	
	bservation Text : ash marks on walls	
3: I	Floor Yes	

4: WINDOW PANE \ LEDGES

Yes

5: BED LINEN.



Yes

18: DUSTING. Yes

19: MAINTENANCE. (Yes

20: SUPP \ STATIONERY \ BATH LINEN



Section: Floors - Guest Rooms

Subsection: 302

1: Ceiling NC



Observation Text : Cobweb on ceiling

2: Walls/ Photo Frames NC



Observation Text:

Fungus on wall beside the bed

3: Floor



4: WINDOW PANE \ LEDGES



5: BED LINEN. NC



Observation Text : pillow cover crumbled

6: UPHOLSTRY\CURTAINS



7: TV\TEL\AC.



8: SUPP\STATIONERY.



9: MAINTENANCE



10: DUSTING



11: TIDINESS. NC



Observation Text : Smoke smell

12: FURNITURE. NC



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 Observation Text:

Dust at corners

	Groom rain Gorporato riaan roam
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.	



20: SUPP \ STATIONERY \ BATH LINEN



Section: Floors - Guest Rooms

Subsection: 236

- 1: Ceiling Yes
- 2: Walls/ Photo Frames



- 3: Floor
 - Yes
- 4: WINDOW PANE \ LEDGES



5: BED LINEN.



6: UPHOLSTRY\CURTAINS



7: TV\TEL\AC.



8: SUPP\STATIONERY.



9: MAINTENANCE



10: DUSTING

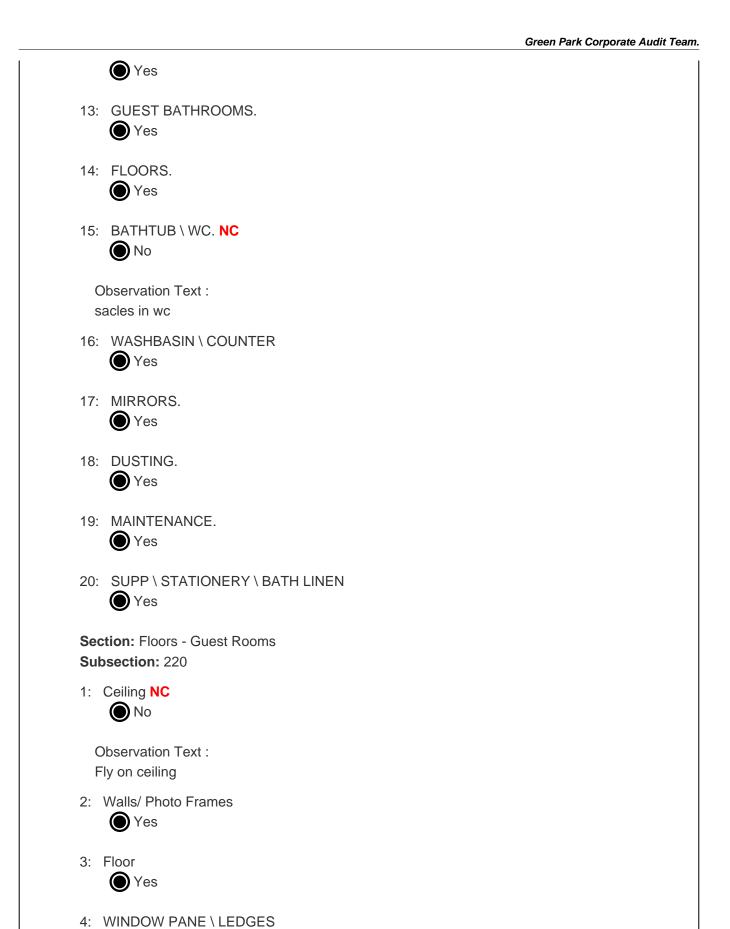


11: TIDINESS. NC



Observation Text : smoke smell

12: FURNITURE.

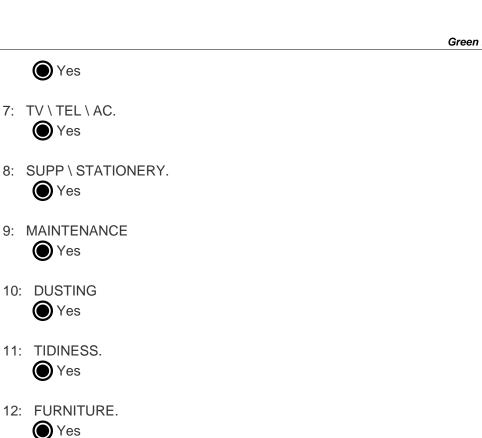


Yes

5: BED LINEN.

Yes

6: UPHOLSTRY\CURTAINS



13: GUEST BATHROOMS. NC

No

Observation Text : Exhaust to be cleaned

Observation Text : Scrubbing to be done

15: BATHTUB\WC.

Yes

17: MIRRORS.

Yes

18: DUSTING.
Yes

19: MAINTENANCE.

Yes

Yes

20: SUPP\STATIONERY\BATHLINEN

Section: Floors - Guest Rooms

16: WASHBASIN \ COUNTER

14: FLOORS. NC No

Subsection: 606 1: Ceiling Yes 2: Walls/ Photo Frames Yes 3: Floor NC No Observation Text: to be scrubbed 4: WINDOW PANE \ LEDGES Yes 5: BED LINEN. NC No Observation Text: pillows to be replaced 6: UPHOLSTRY\CURTAINS Yes 7: 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. (Yes 13: GUEST BATHROOMS. NC No Observation Text: cement on wall tiles

		Groom and Gorper	ato / taare / carr
	FLOORS. Yes		
	BATHTUB \ WC. Yes		
	WASHBASIN \ COUNTER Yes		
	MIRRORS. Yes		
	DUSTING. NC No		
	oservation Text : st on wall tiles		
	MAINTENANCE. Yes		
	SUPP \ STATIONERY \ BATH LINEN Yes		
	ion: Floors - Guest Rooms section: 502		
1: C	Ceiling Not Applicable		
	Valls/ Photo Frames Not Applicable		
3: F	Floor Not Applicable		
4: V	VINDOW PANE \ LEDGES Not Applicable		
	BED LINEN. Not Applicable		
	JPHOLSTRY \ CURTAINS Not Applicable		
	V \ TEL \ AC. ✓ Not Applicable		
8: S	SUPP \ STATIONERY. Not Applicable		

	Croon rank Corporato maure r	- Jui
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 Yes		
2: 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. OYes
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 : vater residue in shower area
16:	WASHBASIN \ COUNTER Yes
17:	MIRRORS. Yes
18:	DUSTING. Yes
19:	MAINTENANCE. Yes

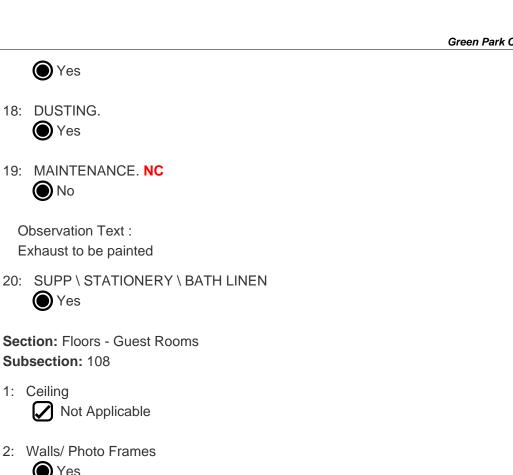
	SUPP \ STATIONERY \ BATH LINEN Yes
	ion: Floors - Guest Rooms section: 515
	eiling Yes
	Valls/ Photo Frames Not Applicable
3: F	loor Not Applicable
4: V	VINDOW PANE \ LEDGES Not Applicable
	ED LINEN. Not Applicable
	PHOLSTRY \ CURTAINS Not Applicable
7: T	V \ TEL \ AC. Not Applicable
8: S	Not Applicable
	AINTENANCE Not Applicable
	DUSTING Not Applicable
	TIDINESS. Not Applicable
	FURNITURE. Not Applicable
	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
	ction: Floors - Guest Rooms absection: 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

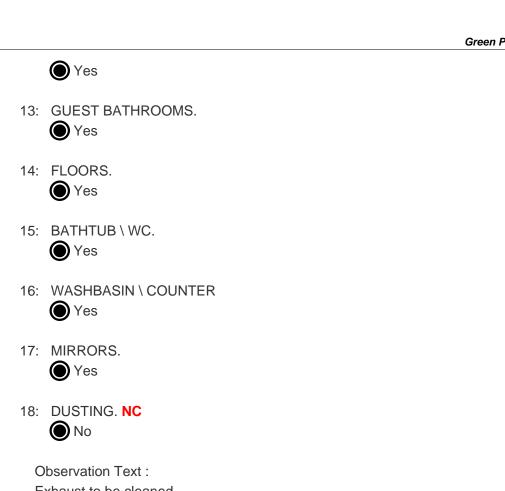
	<u></u>
12: FURNITURE. Not Applicable	
13: GUEST BATHROOMS. Not Applicable	
14: FLOORS. Not Applicable	
15: BATHTUB \ WC. ✓ Not Applicable	
16: WASHBASIN \ COUNTER ✓ Not Applicable	
17: MIRRORS. Not Applicable	
18: DUSTING. Not Applicable	
19: MAINTENANCE. Not Applicable	
20: SUPP \ STATIONERY \ BATH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



Exhaust to be cleaned

19: MAINTENANCE. NC



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

		Green Park Corporate Audit Tean
	Rating: 7	
7	7: Lobby Entrance Rating: 8	
8	3: Guest elevator opposite NC Rating: 7	
ę	Opposite to banquet office Not Applicable	
,	0: Gardenia entrance Not Applicable	
,	11: Senate Not Applicable	
,	2: Prefunction of Residency Not Applicable	
,	3: Gardenia entrance Not Applicable	
,	4: Tulips NC Rating: 7	
,	5: Lobby Gents rest room Not Applicable	
,	6: Lobby Ladies rest room Not Applicable	
,	7: Banquets Gents rest room Not Applicable	
,	8: Banquets Ladies rest room Not Applicable	
,	9: Gardenia entrance Not Applicable	
	Section: Linen and Laundry Subsection: Linen, Laundry & Guest Laundry	
,	Example: Linen room stacking Rating: 10	
2	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



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