

Audit Report for Audit ID - AU00449-1

SBS-HK Special Q3


Audit Score

72/100

Details

Audit	AU00449
Scheduled Audit	AU00449-1
Location	Hyderabad
Hotel	GreenPark Hotel- GPH
Department	House Keeping
Checklist	SBS-HK Special Q3
Audit Type	External
Auditor	Suma B
Start Date	22-03-2019
End Date	27-03-2019
Submitted Date	25-03-2019
Status	Completed
Assigned By	Administrator Account
Non-Compliance	16
Chronic Issues	0

Comparison

GREENPARK HOTEL- GPH SBS-HK SPECIAL Q3				
SBS-HK SPECIAL Q3		Mar 2019	VARIANCE	% of Increase / Decrease (-/+)
S.No	Sections	SCORE OBTAINED		
1	HK Functions	71	-	-
2	Linen and Laundry	73	-	-
Audit Score		 72	-	-

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

Non-Compliance

Section: HK Functions

Subsection: Inventories

- 1: Whether there are instances that item being received without raising indents? **NC**

Rating: 7

Attachments :

QUE107_DOC_20190325_160221.xlsx

- 2: Whether any register is maintained in case guest supplies handed over to chambermaids and ultimately place in rooms? **NC**

Rating: 7

- 3: Are there any differences in closing stock as per books and physical stock? **NC**

Rating: 6

Observation Text :

Data regarding closing stock as per Books is not provided.

Section: HK Functions

Subsection: Lost and Found Articles

- 1: Are there any differences in manual lost and found register from Housekeeping and in IDS? **NC**

Rating: 6

Attachments :

QUE114_DOC_20190325_160407.xlsx

- 2: Whether all the details are updated in lost and found report? **NC**

Rating: 6

Attachments :

QUE115_DOC_20190325_160417.xlsx

- 3: Are there any deviations in contact number mentioned by guest and the contact number mentioned in the register? **NC**

Rating: 7

Attachments :

QUE117_DOC_20190325_160444.xlsx

- 4: Are there any deviations from SOP? **NC**

Rating: 7

Attachments :

QUE118_DOC_20190325_160500.xlsx

- 5: Are there any deviations from policy maintained? **NC**

Rating: 6

Section: HK Functions

Subsection: Complaints

1: Are there any repetitive guest complaints on House keeping? **NC**

Rating: 7

Attachments :

QUE121_DOC_20190325_160556.xlsx

Section: HK Functions

Subsection: Physical verification

1: Are there any deviations from SOP? **NC**

Rating: 6

Observation Text :

Data regarding closing stock as per books is not provided.

Section: Linen and Laundry

Subsection: Linen, Laundry & Guest Laundry

1: Whether any register is maintained for exchange of soiled for fresh? **NC**

Rating: 6

2: Whether exchange book is maintained & updated when soiled are sent to and fresh are received from laundry? **NC**

Rating: 6

Attachments :

QUE126_DOC_20190325_160913.xlsx

3: Whether linen exchange slip is maintained in case fresh linen is issued to outlets?

NC

Rating: 7

4: Whether Re-order chart is available along with purchase requisition in case of procurement of material or stitching of new uniforms? **NC**

Rating: 7

5: In case of new uniforms are issued to the employees, Slip from HRD regarding the same is maintained or not? **NC**

Rating: 7

Attachments :

QUE129_DOC_20190325_161029.xlsx

6: Whether washing register is maintained and updated properly? **NC**

Rating: 6

Chronic

No chronic issues found

Audit Questionnaire

Section: HK Functions

Subsection: Guest Amenities

1: Are there any deviations from SOP?

Rating: 8

Section: HK Functions

Subsection: Inventories

1: Whether there are instances that item being received without raising indents? **NC**

Rating: 7

Attachments :

QUE107_DOC_20190325_160221.xlsx

2: Whether the items are being procured when the closing stock becomes zero?

Rating: 8

3: Are there any differences in opening and closing balances of Guest amenities?

Rating: 8

4: Whether any register is maintained in case guest supplies handed over to chambermaids and ultimately place in rooms? **NC**

Rating: 7

5: Whether the register maintained in the HK department in case of issue of amenities is updated properly?

Rating: 8

6: Are there any deviations from rates mentioned in MIS sheets and those rates mentioned in IDS?

Rating: 8

7: Are there any differences in closing stock as per books and physical stock? **NC**

Rating: 6

Observation Text :

Data regarding closing stock as per Books is not provided.

Section: HK Functions

Subsection: Lost and Found Articles

1: Are there any differences in manual lost and found register from Housekeeping and in IDS? **NC**

Rating: 6

Attachments :

QUE114_DOC_20190325_160407.xlsx

2: Whether all the details are updated in lost and found report? **NC**

Rating: 6

Attachments :

QUE115_DOC_20190325_160417.xlsx

3: Whether any duplicate entries are there in the Lost and Found report

Rating: 8

4: Are there any deviations in contact number mentioned by guest and the contact number mentioned in the register? **NC**

Rating: 7

Attachments :

QUE117_DOC_20190325_160444.xlsx

5: Are there any deviations from SOP? **NC**

Rating: 7

Attachments :

QUE118_DOC_20190325_160500.xlsx

6: Are there any deviations from policy maintained? **NC**

Rating: 6

Section: HK Functions

Subsection: Complaints

1: Whether the complaint was escalated to housekeeping manager and got resolved or not?

Rating: 8

2: Are there any repetitive guest complaints on House keeping? **NC**

Rating: 7

Attachments :

QUE121_DOC_20190325_160556.xlsx

Section: HK Functions

Subsection: Physical verification

1: Are there any deviations from SOP? **NC**

Rating: 6

Observation Text :

Data regarding closing stock as per books is not provided.

Section: Linen and Laundry

Subsection: Linen, Laundry & Guest Laundry

1: Whether any register is maintained for exchange of soiled for fresh? **NC**

Rating: 6

2: Whether all the racks in House keeping are labelled for identification?

Rating: 9

3: Whether all the racks in House keeping are labelled for identification? ☒ Not Applicable

4: Whether exchange book is maintained & updated when soiled are sent to and fresh are received from laundry? **NC**

Rating: 6

Attachments :

QUE126_DOC_20190325_160913.xlsx

5: Whether linen exchange slip is maintained in case fresh linen is issued to outlets? **NC**

Rating: 7

6: Whether Re-order chart is available along with purchase requisition in case of procurement of material or stitching of new uniforms? **NC**

Rating: 7

7: In case of new uniforms are issued to the employees, Slip from HRD regarding the same is maintained or not? **NC**

Rating: 7

Attachments :

QUE129_DOC_20190325_161029.xlsx

8: Are there any deviations from budgets in case of amount spent for uniforms?

Rating: 8

9: Whether washing register is maintained and updated properly? **NC**

Rating: 6

10: Whether the uniforms and linen are classified according to the criteria mentioned in SOP?

Rating: 9

11: Whether any register is maintained mentioning the linen used in different rooms and updated properly?

Rating: 8