

Audit Report for Audit ID - AU00133-2

Housekeeping Audit

Audit Score

84/100

Details

Audit	AU00133
Scheduled Audit	AU00133-2
Location	Chennai
Hotel	GreenPark Hotel- GPC
Department	House Keeping
Checklist	Housekeeping Audit
Audit Type	Internal
Auditor	Uday Bhasker Reddy
Start Date	01-09-2018
End Date	30-09-2018
Submitted Date	01-11-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	181
Chronic Issues	22

Comparison

GREENPARK HOTEL- GPC HOUSEKEEPING AUDIT

HOUSEKEEPING AUDIT		Dec 2017	Sep 2018	VARIANCE	% of Increase / Decrease (-/+)
S.No	Sections	SCORE OBTAINED	SCORE OBTAINED		
1	Public Area	88	78	-10	-11.36%
2	Procedures	83	84	1	1.2%
3	Rest Rooms	90	79	-11	-12.22%
4	Linen and Laundry	79	94	15	18.99%
5	Contractual Service	87	88	1	1.15%
6	Records	82	97	15	18.29%
7	Floors - Guest Rooms	66	78	12	18.18%
8	Gloss Level	--	77	--	--
Audit Score		● 82	● 84	2	2.44%

	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**

☒ No

Attachments :

QUE4_IMG_20181030_092821.jpg

QUE4_IMG_20181030_092849.jpg

Observation Text :

Fond cobwebs and painy peeling off

2: Lights / TV **NC**

☒ No

Attachments :

QUE5_IMG_20181030_102954.jpg

Observation Text :

Cobwebs hanging on chandeliers

3: Furniture. **NC**

☒ No

Attachments :

QUE14_IMG_20181030_093111.jpg

Observation Text :

All sofas in lobby and upper lobbyto be shampooed as they are became dirty

4: Upholstery. **NC**

☒ No

Observation Text :

Sofa upholstery not in good condition

5: Polishing. **NC**

☒ No

Attachments :

QUE16_IMG_20181030_093233.jpg

Observation Text :

Side tables to be polished, and legs are wiping after marble polishing done

6: Accessories. **NC**

☒ No

Attachments :

QUE17_IMG_20181030_093353.jpg

Observation Text :

Lotus flowers in pond to be changed as they are colour faded

Section: Public Area**Subsection: OUT**1: Carpet. **NC**☒ No

Observation Text :

Black spots on red carpet

2: Panels. **NC**☒ No

Observation Text :

Polishing to be wherever scratches are there

3: Dusting. **NC**☒ No

Observation Text :

Chairs dusting is poor

4: Furniture. **NC**☒ No

Attachments :

QUE34_IMG_20181030_120010.jpg

Observation Text :

Stains on sofas and to be shampooed

5: Upholstery. **NC**☒ No**Section: Public Area****Subsection: TULIPS**1: Walls. **NC**☒ No

Observation Text :

Stain on wall behind buffet counter

2: Fabric. **NC**☒ No3: Dusting. **NC**☒ No

Observation Text :

Chairs cleaning should improve

4: Furniture. **NC**☒ No

Attachments :

QUE54_IMG_20181030_115046.jpg

Observation Text :

Chairs cleaning should improve

5: Upholstery. **NC**

☒ No

Attachments :

QUE55_IMG_20181030_115120.jpg

Observation Text :

Chsir cushions to be shampooed as they looking dirty

6: Banquet/Tables. **NC**

☒ No

Attachments :

QUE58_IMG_20181030_115240.jpg

Observation Text :

Sofas to be shampooed

Section: Public Area

Subsection: MUSTANG BAR

1: Ceiling. **NC**

☒ No

Attachments :

QUE64_IMG_20181030_110652.jpg

Observation Text :

Ceiling seepage

2: Floor. **NC**

☒ No

Attachments :

QUE71_IMG_20181030_110955.jpg

Observation Text :

Damaged wooden floor planks to be changed

Section: Public Area

Subsection: PALLAVI

1: Doors **NC**

☒ No

Observation Text :

To be polished

2: Carpet. **NC**

☒ No

Attachments :

QUE103_IMG_20181030_102422.jpg

Observation Text :

Carpet shampooing to be done

3: Panels. **NC**

☒ No

Observation Text :

Scratch marks on wooden panels

4: Upholstery. **NC**

☒ No

Attachments :

QUE115_IMG_20181030_102625.jpg

Observation Text :

Chair covers condition not up to the mark

5: Polishing. **NC**

☒ No

Observation Text :

Required for wooden panles amd doors

Section: Public Area

Subsection: BHARINI

1: Doors **NC**

☒ No

Observation Text :

to be polished

2: Dusting. **NC**

☒ No

Attachments :

QUE132_IMG_20181029_160846.jpg

Observation Text :

Table base to be cleaned

3: Polishing. **NC**

☒ No

Observation Text :

Entire wall panels bottom to be polished

Section: Public Area

Subsection: BOARD ROOM 1

1: Doors **NC**

☒ No

Observation Text :

Door edges to be polished

2: Polishing. **NC**

☒ No

Observation Text :
wall panels to be polished

3: Banquet/Tables. **NC**

☒ No

Attachments :
QUE158_IMG_20181029_160039.jpg

Observation Text :
To be polished

Section: Public Area

Subsection: VAUHINI

1: Doors **NC**

☒ No

Observation Text :
To be polished

2: Banquet/Tables. **NC**

☒ No

Observation Text :
Banquet tables to keep neat and clean

Section: Public Area

Subsection: BOARD ROOM 2

1: Doors **NC**

☒ No

Observation Text :
Door bottom to be cleaned

2: Ceiling. **NC**

☒ No

Attachments :
QUE184_IMG_20181029_160339.jpg

Observation Text :
Paint peeling off

3: Banquet/Tables. **NC**

☒ No

Attachments :
QUE198_IMG_20181029_160530.jpg

Observation Text :
Stained chair covers

Section: Public Area**Subsection:** CONVENTION HALL1: Floor. **NC**☒ No

Observation Text :

Entrance floor and steps to be Scrubbed and cleaned

Section: Public Area**Subsection:** SESHMAHAL1: Doors **NC**☒ No

Observation Text :

Door edges to be polished

2: Carpet. **NC**☒ No

Observation Text :

Totally worn out

3: Ceiling. **NC**☒ No

Attachments :

QUE224_IMG_20181029_154702.jpg

Observation Text :

Ceiling seepage

4: Panels. **NC**☒ No

Attachments :

QUE229_IMG_20181029_154812.jpg

Observation Text :

Panel fabric faded

5: Fabric. **NC**☒ No

Observation Text :

Panel fabric faded

6: Polishing. **NC**☒ No

Observation Text :

Polishing required

Section: Public Area**Subsection:** RNG

- 1: Dusting. **NC**

☒ No

Observation Text :

To be done

Section: Procedures

Subsection: GUEST ROOMS

- 1: Bathroom linen standardization. **NC**

Rating: 6

Observation Text :

Softness of bath linen is poor and to be taken out from circulation and put new linen, whiteness of towels also poor.

- 2: Housekeeping - Machines. **NC**

Rating: 4

Observation Text :

Only 7 vacuum machines are available - Vacuum is not being happened in every room.

- 3: Housekeeping - Turndown service. **NC**

Rating: 7

Observation Text :

Only for

- 4: Carpets. **NC**

Rating: 0

Observation Text :

Looking shabby - Need attention to maintain in guest rooms properly

- 5: Sleep quality comfort. **NC**

Rating: 6

Observation Text :

Comfort levels of mattresses are poor

Section: Rest Rooms

Subsection: GENTS TOILET

- 1: Smell. **NC**

☒ No

Observation Text :

Not smelling fresh

- 2: Door /Walls / Ceiling **NC**

☒ No

Observation Text :

Door paint peeling off

3: Exhaust **NC**

☒ No

Observation Text :

Exhaust to be cleaned

Section: Rest Rooms

Subsection: LADIES LOCKER

1: Door /Walls / Ceiling **NC**

☒ No

Observation Text :

ceiling paint peeling off

2: Exhaust **NC**

☒ No

3: Mattress / Other things **NC**

☒ No

Attachments :

QUE305_IMG_20181030_155201.jpg

Observation Text :

Chairs shampooing to be done

Section: Rest Rooms

Subsection: LOBBY GENTS REST ROOM

1: Maintenance. **NC**

☒ No

Observation Text :

Toilet roll holders loose, Drain cover to be fixed in middle cubicle

2: Tiles. **NC**

☒ No

Attachments :

QUE310_IMG_20181030_093918.jpg

Observation Text :

Damaged

3: Door /Walls / Ceiling **NC**

☒ No

Attachments :

QUE315_IMG_20181030_094145.jpg

Observation Text :

Ceiling paint peeling off

Section: Rest Rooms

Subsection: LOBBY LADIES REST ROOM

- 1: Door /Walls / Ceiling
- NC**

☒ No

Attachments :

QUE328_IMG_20181030_094350.jpg

Observation Text :

Door frames and door bottoms to be polished

Section: Rest Rooms**Subsection:** BANQUET GENTS REST ROOM

- 1: Maintenance.
- NC**

☒ No

Attachments :

QUE333_IMG_20181030_101516.jpg

Observation Text :

WC flush pad to change

- 2: Basin.
- NC**

☒ No

Observation Text :

Scratches in wash basin

- 3: Door /Walls / Ceiling
- NC**

☒ No

Observation Text :

Ceiling undulations

Section: Rest Rooms**Subsection:** BANQUET LADIES REST ROOM

- 1: Maintenance.
- NC**

☒ No

Observation Text :

Wash basin cracked

- 2: W/C
- NC**

☒ No

Attachments :

QUE350_IMG_20181030_101806.jpg

Observation Text :

Flush pad to change

- 3: Basin.
- NC**

☒ No

Attachments :

QUE351_IMG_20181030_101843.jpg

Observation Text :

Wash basin cracked

4: Door /Walls / Ceiling **NC**

☒ No

Observation Text :

Doors and door frames bottoms to be polished and ceiling undulations

5: Exhaust **NC**

☒ No

Attachments :

QUE355_IMG_20181030_101942.jpg

Observation Text :

To be painted

Section: Rest Rooms

Subsection: EXECUTIVES GENTS LOCKER

1: Smell. **NC**

☒ No

Observation Text :

Not smelling fresh

2: Exhaust **NC**

☒ No

Observation Text :

Exhausts to be cleaned

Section: Rest Rooms

Subsection: EXECUTIVES LADIES LOCKER

1: Maintenance. **NC**

☒ No

Observation Text :

Smelling not fresh - Drain smell

2: Smell. **NC**

☒ No

Observation Text :

Not smelling fresh

3: Door /Walls / Ceiling **NC**

☒ No

Observation Text :

Door paint peeling off

4: Exhaust **NC**

☒ No

Observation Text :
Exhaust to be cleaned

Section: Rest Rooms

Subsection: STAFF GENTS LOCKER

1: Mirror **NC**

☒ No

Observation Text :
Mirror frame to be painted

2: Mattress / Other things **NC**

☒ No

Section: Rest Rooms

Subsection: POOL SIDE MENS REST ROOM

1: Maintenance. **NC**

☒ No

Attachments :
QUE398_IMG_20181030_112750.jpg

Observation Text :
Light to be fixed properly in front of mirror

2: Smell. **NC**

☒ No

Observation Text :
Not smelling fresh

3: Door /Walls / Ceiling **NC**

☒ No

Attachments :
QUE406_IMG_20181030_112843.jpg

Observation Text :
Damaged door veneer to be changed

4: Exhaust **NC**

☒ No

Attachments :
QUE407_IMG_20181030_112923.jpg

5: Mattress / Other things **NC**

☒ No

Attachments :
QUE409_IMG_20181030_112950.jpg

Observation Text :

Table to be polished

Section: Rest Rooms

Subsection: POOL SIDE LADIES REST ROOM

1: Door /Walls / Ceiling **NC**

☒ No

Attachments :

QUE419_IMG_20181030_112420.jpg

QUE419_IMG_20181030_112501.jpg

Observation Text :

Damaged door bottom veneer to be changed

Section: Rest Rooms

Subsection: BAR LADIES

1: Door /Walls / Ceiling **NC**

☒ No

Attachments :

QUE432_IMG_20181030_111952.jpg

Observation Text :

Door bottom damaged

Section: Rest Rooms

Subsection: BAR GENTS

1: Tiles. **NC**

☒ No

Attachments :

QUE440_IMG_20181030_111724.jpg

Observation Text :

Incomplete work

Section: Floors - Guest Rooms

Subsection: 329

1: FLOORS. **NC**

☒ No

Attachments :

QUE564_IMG_20181029_091907.jpg

Observation Text :

Carpets are very dirty - To be shampooed

2: MIRRORS. **NC**

☒ No

Attachments :

QUE567_IMG_20181029_091623.jpg

Observation Text :

Mirror tarnished

Section: Floors - Guest Rooms**Subsection: 333****1: Ceiling NC**☒ No

Attachments :

QUE571_IMG_20181029_092329.jpg

Observation Text :

Ceiling seepage at spot light above bed

2: WINDOW PANE \ LEDGES NC☒ No

Attachments :

QUE574_IMG_20181029_092522.jpg

Observation Text :

To be cleaned and polish

3: BED LINEN. NC☒ No

Attachments :

QUE575_IMG_20181029_092636.jpg

Observation Text :

Stains on duvet cover

4: UPHOLSTRY \ CURTAINS NC☒ No

Attachments :

QUE576_IMG_20181029_092721.jpg

Observation Text :

Black out badly damaged

5: SUPP \ STATIONERY. NC☒ No

Attachments :

QUE578_IMG_20181029_092843.jpg

Observation Text :

Coffee mugs not cleaned properly

6: GUEST BATHROOMS. NC☒ No

Attachments :

QUE583_IMG_20181029_093034.jpg

Observation Text :

Bath room ceiling seepage

7: BATHTUB \ WC. NC☒ No

Attachments :

QUE585_IMG_20181029_093239.jpg

Observation Text :

Water scales on shower cubicle glasses

Section: Floors - Guest Rooms

Subsection: 318

1: Ceiling **NC**

☒ No

Attachments :

QUE591_IMG_20181029_093645.jpg

QUE591_IMG_20181029_093707.jpg

2: WINDOW PANE \ LEDGES **NC**

☒ No

Attachments :

QUE594_IMG_20181029_093846.jpg

Observation Text :

Window sill belched

3: GUEST BATHROOMS. **NC**

☒ No

Attachments :

QUE603_IMG_20181029_094246.jpg

QUE603_IMG_20181029_094328.jpg

Observation Text :

Bathroom ceiling seepage, Head shower rusted

Section: Floors - Guest Rooms

Subsection: 316

1: Floor **NC**

☒ No

Observation Text :

Wooden profile to be polished

2: MAINTENANCE **NC**

☒ No

Attachments :

QUE619_IMG_20181029_095000.jpg

Observation Text :

Safety latch is not working

3: BATHTUB \ WC. **NC**

☒ No

Attachments :

QUE625_IMG_20181029_095156.jpg

Observation Text :

Water scales on shower cubicle glasses

Section: Floors - Guest Rooms

Subsection: 234

1: Ceiling **NC**

☒ No

Attachments :

QUE631_IMG_20181029_095618.jpg

Observation Text :

Ceiling seepage

2: DUSTING **NC**

☒ No

Observation Text :

Dust on study chair, skirtings

3: TIDINESS. **NC**

☒ No

Attachments :

QUE641_IMG_20181029_100018.jpg

Observation Text :

Dressing mirror not cleaned

4: FURNITURE. **NC**

☒ No

Attachments :

QUE642_IMG_20181029_095916.jpg

Observation Text :

Coffee table legs tp be dusted

5: GUEST BATHROOMS. **NC**

☒ No

Attachments :

QUE643_IMG_20181029_100116.jpg

Observation Text :

Bathroom Ceiling seepage

6: BATHTUB \ WC. **NC**

☒ No

Attachments :

QUE645_IMG_20181029_100247.jpg

Observation Text :

To be cleaned

Section: Floors - Guest Rooms

Subsection: 2371: DUSTING **NC**
☒ No

Observation Text :

Dust on windows and skirting

2: GUEST BATHROOMS. **NC**
☒ No

Attachments :

QUE663_IMG_20181029_100936.jpg

Observation Text :

Bathroom ceiling seepage

Section: Floors - Guest Rooms**Subsection: 2111**1: Floor **NC**
☒ No

Observation Text :

Carpet is dirty

2: WINDOW PANE \ LEDGES **NC**
☒ No

Attachments :

QUE674_IMG_20181029_101424.jpg

Observation Text :

To be polished

3: DUSTING **NC**
☒ No

Attachments :

QUE680_IMG_20181029_101814.jpg

Observation Text :

Dust on coffee table legs

4: GUEST BATHROOMS. **NC**
☒ No

Attachments :

QUE683_IMG_20181029_101946.jpg

QUE683_IMG_20181029_102057.jpg

Observation Text :

Picture frame to be replaced, Bathroom ceiling paint peeling off

Section: Floors - Guest Rooms**Subsection: 414**1: Walls/ Photo Frames **NC**

☒ No

Attachments :

QUE692_IMG_20181029_112737.jpg

Observation Text :

Alignment not proper

2: Floor **NC**

☒ No

Observation Text :

Stains and scratches on floor, Carpet is dirty

3: WINDOW PANE \ LEDGES **NC**

☒ No

Attachments :

QUE694_IMG_20181029_112849.jpg

Observation Text :

To be polished

4: UPHOLSTRY \ CURTAINS **NC**

☒ No

Observation Text :

Only one sheer curtain is there

5: TIDINESS. **NC**

☒ No

Observation Text :

Minibar cabinet door to be cleaned properly

6: BATHTUB \ WC. **NC**

☒ No

Attachments :

QUE705_IMG_20181029_113106.jpg

Observation Text :

WC hinges caps to be fixed

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

☒ No

Attachments :

QUE710_IMG_20181101_093857.jpeg

Observation Text :

Threads on bath towels

Section: Floors - Guest Rooms

Subsection: 510

1: Floor **NC**

☒ No

Observation Text :

Wooden floor gaps to be closed

2: BED LINEN. **NC**

☒ No

Attachments :

QUE715_IMG_20181029_113705.jpg

Observation Text :

Stain bed sheet placed and stain covered with talcum powder

3: FURNITURE. **NC**

☒ No

Attachments :

QUE722_IMG_20181029_113908.jpg

Observation Text :

Coffee table legs damaged

4: FLOORS. **NC**

☒ No

Attachments :

QUE724_IMG_20181029_114017.jpg

Observation Text :

Hair on Floor

Section: Floors - Guest Rooms

Subsection: 517

1: Walls/ Photo Frames **NC**

☒ No

Attachments :

QUE732_IMG_20181029_114506.jpg

Observation Text :

Fungus on wall

2: DUSTING **NC**

☒ No

Attachments :

QUE740_IMG_20181029_114632.jpg

Observation Text :

Dust on coffee table legs

3: FURNITURE. **NC**

☒ No

Attachments :

QUE742_IMG_20181029_114710.jpg

Observation Text :

Coffee table legs damaged

4: BATHTUB \ WC. **NC**

☒ No

Attachments :

QUE745_IMG_20181029_114850.jpg

Observation Text :

Stains on WC

Section: Floors - Guest Rooms

Subsection: 533

1: Ceiling **NC**

☒ No

Attachments :

QUE751_IMG_20181029_115509.jpg

Observation Text :

Ceiling seepage

2: UPHOLSTRY \ CURTAINS **NC**

☒ No

Observation Text :

Black out to be pasted

3: SUPP \ STATIONERY. **NC**

☒ No

Observation Text :

Drinking glasses not wiped

4: FURNITURE. **NC**

☒ No

Attachments :

QUE762_IMG_20181029_115831.jpg

Observation Text :

To be polished

5: GUEST BATHROOMS. **NC**

☒ No

Observation Text :

Bathroom ceiling seepage

6: FLOORS. **NC**

☒ No

Attachments :

QUE764_IMG_20181029_120007.jpg

Observation Text :

Bathroom floor to be scrubbed and clean

7: WASHBASIN \ COUNTER **NC**

☒ No

Attachments :

QUE766_IMG_20181029_120110.jpg

Observation Text :

White scales around wash basin tap

8: DUSTING. **NC**

☒ No

Attachments :

QUE768_IMG_20181029_120208.jpg

Observation Text :

Toilet roll holders stained

Section: Floors - Guest Rooms

Subsection: 537

1: Ceiling **NC**

☒ No

Observation Text :

Room ceiling seepage

2: WINDOW PANE \ LEDGES **NC**

☒ No

Attachments :

QUE774_IMG_20181029_120726.jpg

Observation Text :

To be cleaned

3: FLOORS. **NC**

☒ No

Attachments :

QUE784_IMG_20181029_121000.jpg

Observation Text :

Patches on floor

4: MAINTENANCE. **NC**

☒ No

Section: Floors - Guest Rooms

Subsection: 633

1: Walls/ Photo Frames **NC**

☒ No

Attachments :

QUE792_IMG_20181029_121437.jpg

Observation Text :

Stains on wall

2: TIDINESS. **NC**

☒ No

Observation Text :

Wardrobe doors and bathroom doors to be wiped

3: FURNITURE. **NC**

☒ No

Attachments :

QUE802_IMG_20181029_121628.jpg

QUE802_IMG_20181029_122135.jpg

Observation Text :

Coffee table top polishing to be done, Writing table top also to be polished

4: GUEST BATHROOMS. **NC**

☒ No

Attachments :

QUE803_IMG_20181029_121827.jpg

5: FLOORS. **NC**

☒ No

Attachments :

QUE804_IMG_20181029_121739.jpg

Observation Text :

Patches on floor

Section: Floors - Guest Rooms

Subsection: 629

1: WINDOW PANE \ LEDGES **NC**

☒ No

Attachments :

QUE814_IMG_20181029_123632.jpg

Observation Text :

window glass not cleaned

2: BED LINEN. **NC**

☒ No

Attachments :

QUE815_IMG_20181029_123520.jpg

Observation Text :

Hair on bed

3: FURNITURE. **NC**



Attachments :

QUE822_IMG_20181029_123720.jpg

QUE822_IMG_20181029_123740.jpg

Observation Text :

Table tops tp be polished

4: GUEST BATHROOMS. **NC**



Attachments :

QUE823_IMG_20181029_123826.jpg

QUE823_IMG_20181029_124113.jpg

Observation Text :

Door corners to be cleaned, Drain flies are in bathroom

5: FLOORS. **NC**



Attachments :

QUE824_IMG_20181029_123950.jpg

Observation Text :

Stains on floor

Section: Floors - Guest Rooms

Subsection: 610

1: WINDOW PANE \ LEDGES **NC**



Attachments :

QUE834_IMG_20181029_124752.jpg

Observation Text :

Window sill to be polished

2: BED LINEN. **NC**



Attachments :

QUE835_IMG_20181029_125148.jpg

Observation Text :

Mattress bent

3: TIDINESS. **NC**



Attachments :

QUE841_IMG_20181029_125626.jpg

Observation Text :

Stains on luggage rack

4: FURNITURE. **NC**

☒ No

Attachments :

QUE842_IMG_20181029_125316.jpg

QUE842_IMG_20181029_125332.jpg

Observation Text :

Table tops to be polished

5: GUEST BATHROOMS. **NC**

☒ No

Attachments :

QUE843_IMG_20181029_125756.jpg

QUE843_IMG_20181029_125811.jpg

Observation Text :

Water scLes on glass doors

6: FLOORS. **NC**

☒ No

Observation Text :

Stains on floor

Section: Floors - Guest Rooms

Subsection: 430

1: Walls/ Photo Frames **NC**

☒ No

Attachments :

QUE852_IMG_20181029_130706.jpg

Observation Text :

No alignment

2: FLOORS. **NC**

☒ No

Attachments :

QUE864_IMG_20181029_130832.jpg

Section: Floors - Guest Rooms

Subsection: 532

1: Ceiling **NC**

☒ No

Observation Text :

Seepage stains on ceiling

2: UPHOLSTRY \ CURTAINS **NC**

☒ No

Observation Text :

Black out to be pasted properly

3: GUEST BATHROOMS. **NC**
☒ No

Observation Text :

Seepage stains on ceiling

4: DUSTING. **NC**
☒ No

Observation Text :

Soap rack and shower cubicle glasses to be cleaned

Section: Floors - Guest Rooms**Subsection:** 4371: WINDOW PANE \ LEDGES **NC**
☒ No

Observation Text :

To be cleaned

2: SUPP \ STATIONERY. **NC**
☒ No

Observation Text :

Supplies tray not dusted

3: TIDINESS. **NC**
☒ No

Observation Text :

Stains on luggage rack

4: GUEST BATHROOMS. **NC**
☒ No

Attachments :

QUE903_IMG_20181029_151213.jpg

Observation Text :

Bathroom ceiling seepage and fungus

5: FLOORS. **NC**
☒ No

Observation Text :

Patches on floor

6: BATHTUB \ WC. **NC**
☒ No

Attachments :

QUE905_IMG_20181029_151337.jpg

Observation Text :

Fungus on flush pad

Section: Floors - Guest Rooms

Subsection: 332

1: UPHOLSTRY \ CURTAINS **NC**

☒ No

Attachments :

QUE916_IMG_20181029_151947.jpg

Observation Text :

Sheer Curtain torn

2: GUEST BATHROOMS. **NC**

☒ No

Observation Text :

Ceiling seepage

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

☒ No

Observation Text :

Towel rack has stains

Section: Floors - Guest Rooms

Subsection: 201

1: Ceiling **NC**

☒ No

Observation Text :

Ceiling seepage

2: Floor **NC**

☒ No

Observation Text :

Carpet to be shampooed

3: GUEST BATHROOMS. **NC**

☒ No

Observation Text :

Ceiling seepage

Section: Gloss Level

Subsection: Marble Floor

1: Reception. **NC**

Rating: 6

2: Lobby lounge **NC**

Rating: 7

3: Lobby Entrance **NC**
Rating: 7

4: Tulips **NC**
Rating: 7

5: Gardenia entrance **NC**
Rating: 7

Observation Text :
Pallavi hall entrance

Section: Linen and Laundry

Subsection: Linen, Laundry & Guest Laundry

1: Quality of uniforms **NC**
Rating: 7

Observation Text :
Whiteness of executive shirts and chef coats not up to the mark

2: Quality of linen **NC**
Rating: 6

Observation Text :
Discarded bath linen to be removed from circulation - Still being placed in guest rooms.

3: Awareness of snow white initiatives **NC**
Rating: 7
Attachments :
QUE515_IMG_20181030_170506.jpg

Observation Text :
According to report given by JD whiteness is low than standard

Section: Contractual Service

Subsection: Contractual Service

1: Effectiveness **NC**
Rating: 5

Observation Text :
Found drain flies on bathroom ceiling in 629, Cobwebs found in upper lobby, rats issues are there.

Section: Records

Subsection: Records & Reports

1: Lost and found records **NC**
Rating: 7

2: L&F issues to the claimant **NC**

Rating: 7

Observation Text :

Filing should be done properly and Valid signatures to be must

Chronic

Section: Public Area

Subsection: LOBBY

1: Lights / TV **NC**

☒ No

Attachments :

QUE5_IMG_20181030_102954.jpg

Observation Text :

Cobwebs hanging on chandeliers

Section: Public Area

Subsection: OUT

1: Carpet. **NC**

☒ No

Observation Text :

Black spots on red carpet

2: Dusting. **NC**

☒ No

Observation Text :

Chairs dusting is poor

Section: Public Area

Subsection: TULIPS

1: Furniture. **NC**

☒ No

Attachments :

QUE54_IMG_20181030_115046.jpg

Observation Text :

Chairs cleaning should improve

Section: Public Area

Subsection: MUSTANG BAR

1: Floor. **NC**

☒ No

Attachments :

QUE71_IMG_20181030_110955.jpg

Observation Text :

Damaged wooden floor planks to be changed

Section: Public Area

Subsection: PALLAVI

1: Doors **NC**

☒ No

Observation Text :

To be polished

Section: Public Area

Subsection: VAUHINI

1: Doors **NC**

☒ No

Observation Text :

To be polished

Section: Public Area

Subsection: SESHMAHAL

1: Carpet. **NC**

☒ No

Observation Text :

Totally worn out

2: Fabric. **NC**

☒ No

Observation Text :

Panel fabric faded

Section: Procedures

Subsection: GUEST ROOMS

1: Housekeeping - Machines. **NC**

Rating: 4

Observation Text :

Only 7 vacuum machines are available - Vacuum is not being happened in every room.

2: Carpets. **NC**

Rating: 0

Observation Text :

Looking shabby - Need attention to maintain in guest rooms properly

Section: Rest Rooms

Subsection: LOBBY GENTS REST ROOM

1: Maintenance. **NC**

☒ No

Observation Text :

Toilet roll holders loose, Drain cover to be fixed in middle cubicle

Section: Rest Rooms**Subsection:** LOBBY LADIES REST ROOM

- 1: Door /Walls / Ceiling **NC**

☒ No

Attachments :

QUE328_IMG_20181030_094350.jpg

Observation Text :

Door frames and door bottoms to be polished

Section: Rest Rooms**Subsection:** BANQUET GENTS REST ROOM

- 1: Maintenance. **NC**

☒ No

Attachments :

QUE333_IMG_20181030_101516.jpg

Observation Text :

WC flush pad to change

- 2: Door /Walls / Ceiling **NC**

☒ No

Observation Text :

Ceiling undulations

Section: Rest Rooms**Subsection:** EXECUTIVES GENTS LOCKER

- 1: Smell. **NC**

☒ No

Observation Text :

Not smelling fresh

Section: Rest Rooms**Subsection:** EXECUTIVES LADIES LOCKER

- 1: Maintenance. **NC**

☒ No

Observation Text :

Smelling not fresh - Drain smell

Section: Rest Rooms**Subsection:** POOL SIDE MENS REST ROOM

- 1: Maintenance. **NC**

☒ No

Attachments :

QUE398_IMG_20181030_112750.jpg

Observation Text :

Light to be fixed properly in front of mirror

Section: Floors - Guest Rooms

Subsection: 537

1: Ceiling **NC**

☒ No

Observation Text :

Room ceiling seepage

2: FLOORS. **NC**

☒ No

Attachments :

QUE784_IMG_20181029_121000.jpg

Observation Text :

Patches on floor

3: MAINTENANCE. **NC**

☒ No

Section: Linen and Laundry

Subsection: Linen, Laundry & Guest Laundry

1: Quality of linen **NC**

Rating: 6

Observation Text :

Discarded bath linen to be removed from circulation - Still being placed in guest rooms.

Audit Questionnaire

Section: Public Area

Subsection: LOBBY

1: Doors

☒ Yes

2: Signage's

☒ Yes

3: Carpet. ☒ Not Applicable

4: Ceiling. **NC**

☒ No

Attachments :

QUE4_IMG_20181030_092821.jpg

QUE4_IMG_20181030_092849.jpg

Observation Text :

Fond cobwebs and painy peeling off

5: Lights / TV **NC**

☒ No

Attachments :

QUE5_IMG_20181030_102954.jpg

Observation Text :

Cobwebs hanging on chandeliers

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. **NC**

☐ No

Attachments :

QUE14_IMG_20181030_093111.jpg

Observation Text :

All sofas in lobby and upper lobby to be shampooed as they are become dirty

15: Upholstery. **NC**

☐ No

Observation Text :

Sofa upholstery not in good condition

16: Polishing. **NC**

☐ No

Attachments :

QUE16_IMG_20181030_093233.jpg

Observation Text :

Side tables to be polished, and legs are wiping after marble polishing done

17: Accessories. **NC**

☐ No

Attachments :

QUE17_IMG_20181030_093353.jpg

Observation Text :

Lotus flowers in pond to be changed as they are colour faded

18: Banquet/Tables. ☒ Not Applicable

19: Brass/Copper.

☐ Yes

20: Window panes/Ledges.

☐ Yes

Section: Public Area

Subsection: OUT

1: Doors

☐ Yes

2: Signage's

☐ Yes

3: Carpet. **NC**

☐ No

Observation Text :

Black spots on red carpet

4: Ceiling.

☒ Yes

5: Lights / TV

☒ Yes

6: AC grills/Exhaust.

☒ Yes

7: Walls.

☒ Yes

8: Paintings.

☒ Yes

9: Panels. **NC**

☐ No

Observation Text :

Polishing to be wherever scratches are there

10: Fabric.

☒ Yes

11: Floor.

☒ Yes

12: Dusting. **NC**

☐ No

Observation Text :

Chairs dusting is poor

13: Skirting.

☒ Yes

14: Furniture. **NC**

☐ No

Attachments :

QUE34_IMG_20181030_120010.jpg

Observation Text :

Stains on sofas and to be shampooed

15: Upholstery. **NC**

☐ No

16: Polishing.

☒ Yes

17: Accessories.

☒ Yes

18: Banquet/Tables.

☒ Yes

19: Brass/Copper.

☒ Yes

20: Window panes/Ledges.

☒ Yes

Section: Public Area

Subsection: TULIPS

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. **NC**

☒ No

Observation Text :

Stain on wall behind buffet counter

8: Paintings.

☒ Yes

9: Panels.

☒ Yes

10: Fabric. **NC**

☒ No

11: Floor.

☒ Yes

12: Dusting. **NC**

☐ No

Observation Text :

Chairs cleaning should improve

13: Skirting.

☒ Yes

14: Furniture. **NC**

☒ No

Attachments :

QUE54_IMG_20181030_115046.jpg

Observation Text :

Chairs cleaning should improve

15: Upholstery. **NC**

☒ No

Attachments :

QUE55_IMG_20181030_115120.jpg

Observation Text :

Chairs cushions to be shampooed as they looking dirty

16: Polishing.

☒ Yes

17: Accessories.

☒ Yes

18: Banquet/Tables. **NC**

☒ No

Attachments :

QUE58_IMG_20181030_115240.jpg

Observation Text :

Sofas to be shampooed

19: Brass/Copper.

☒ Yes

20: Window panes/Ledges.

☒ Yes

Section: Public Area

Subsection: MUSTANG BAR

1: Doors

☒ Yes

2: Signage's

☒ Yes

3: Carpet. ☒ Not Applicable

4: Ceiling. **NC**

☐ No

Attachments :

QUE64_IMG_20181030_110652.jpg

Observation Text :

Ceiling seepage

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

Attachments :

QUE71_IMG_20181030_110955.jpg

Observation Text :

Damaged wooden floor planks to be changed

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: VIJAYA

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: PALLAVI

1: Doors **NC**

☐ No

Observation Text :

To be polished

2: Signage's

☐ Yes

3: Carpet. **NC**

☐ No

Attachments :

QUE103_IMG_20181030_102422.jpg

Observation Text :

Carpet shampooing to be done

4: Ceiling.

☐ Yes

5: Lights / TV

☐ Yes

6: AC grills/Exhaust.

☐ Yes

7: Walls.

☐ Yes

8: Paintings. ☒ Not Applicable

9: Panels. **NC**

☐ No

Observation Text :

Scratch marks on wooden panels

10: Fabric.

☐ Yes

11: Floor.

☐ Yes

12: Dusting.

☐ Yes

13: Skirting.

☐ Yes

14: Furniture.

☐ Yes

15: Upholstery. **NC**

☐ No

Attachments :

QUE115_IMG_20181030_102625.jpg

Observation Text :

Chair covers condition not up to the mark

16: Polishing. **NC**

☐ No

Observation Text :

Required for wooden panles amd doors

17: Accessories.

☐ Yes

18: Banquet/Tables.

☐ Yes

19: Brass/Copper. ☒ Not Applicable

20: Window panes/Ledges. ☒ Not Applicable

Section: Public Area

Subsection: BHARINI

1: Doors **NC**

☐ No

Observation Text :

to be polished

2: Signage's

☐ Yes

3: Carpet.

☐ Yes

4: Ceiling.

☐ Yes

5: Lights / TV

☐ Yes

6: AC grills/Exhaust.

☒ Yes

7: Walls.

☒ Yes

8: Paintings. ☒ Not Applicable

9: Panels.

☒ Yes

Observation Text :

To be polished

10: Fabric.

☒ Yes

11: Floor.

☒ Yes

12: Dusting. **NC**

☒ No

Attachments :

QUE132_IMG_20181029_160846.jpg

Observation Text :

Table base to be cleaned

13: Skirting.

☒ Yes

14: Furniture.

☒ Yes

15: Upholstery.

☒ Yes

16: Polishing. **NC**

☒ No

Observation Text :

Entire wall panels bottom to be polished

17: Accessories.

☒ Yes

18: Banquet/Tables.

☒ Yes

19: Brass/Copper.

☒ Yes

20: Window panes/Ledges.

☒ Yes

Section: Public Area

Subsection: BOARD ROOM 1

1: Doors **NC**

☐ No

Observation Text :

Door edges to be polished

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. ☒ Not Applicable

11: Floor.

☒ Yes

12: Dusting.

☒ Yes

13: Skirting.

☒ Yes

14: Furniture.

☒ Yes

15: Upholstery.

☒ Yes

16: Polishing. **NC**

☐ No

Observation Text :
wall panels to be polished

17: Accessories.

☐ Yes

18: Banquet/Tables. **NC**

☐ No

Attachments :
QUE158_IMG_20181029_160039.jpg

Observation Text :
To be polished

19: Brass/Copper. ☒ Not Applicable

20: Window panes/Ledges.

☐ Yes

Section: Public Area

Subsection: VAUHINI

1: Doors **NC**

☐ No

Observation Text :
To be polished

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. ☒ Not Applicable

9: Panels.

☐ Yes

10: Fabric. ☒ Not Applicable

11: Floor.
☒ Yes

12: Dusting.
☒ Yes

13: Skirting.
☒ Yes

14: Furniture.
☒ Yes

15: Upholstery. ☒ Not Applicable

16: Polishing.
☒ Yes

17: Accessories.
☒ Yes

18: Banquet/Tables. **NC**
☒ No

Observation Text :

Banquet tables to keep neat and clean

19: Brass/Copper. ☒ Not Applicable

20: Window panes/Ledges. ☒ Not Applicable

Section: Public Area

Subsection: BOARD ROOM 2

1: Doors **NC**
☒ No

Observation Text :

Door bottom to be cleaned

2: Signage's
☒ Yes

3: Carpet. ☒ Not Applicable

4: Ceiling. **NC**
☒ No

Attachments :

QUE184_IMG_20181029_160339.jpg

Observation Text :

Paint peeling off

5: Lights / TV

☒ Yes

6: AC grills/Exhaust.

☒ Yes

7: Walls.

☒ Yes

8: Paintings. ☒ Not Applicable

9: Panels.

☒ Yes

10: Fabric. ☒ Not Applicable

11: Floor.

☒ Yes

12: Dusting.

☒ Yes

13: Skirting.

☒ Yes

14: Furniture.

☒ Yes

15: Upholstery.

☒ Yes

16: Polishing.

☒ Yes

17: Accessories.

☒ Yes

18: Banquet/Tables. **NC**

☒ No

Attachments :

QUE198_IMG_20181029_160530.jpg

Observation Text :

Stained chair covers

19: Brass/Copper. ☒ Not Applicable

20: Window panes/Ledges.

☒ Yes

Section: Public Area

Subsection: CONVENTION HALL

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. ☒ Not Applicable

9: Panels. ☒ Not Applicable

10: Fabric. ☒ Not Applicable

11: Floor. **NC**

☒ No

Observation Text :

Entrance floor and steps to be Scrubbed and cleaned

12: Dusting.

☒ Yes

13: Skirting.

☒ Yes

14: Furniture. ☒ Not Applicable

15: Upholstery.

☒ Yes

16: Polishing. ☒ Not Applicable

17: Accessories.

☒ Yes

18: Banquet/Tables.

☒ Yes

19: Brass/Copper. ☒ Not Applicable

20: Window panes/Ledges.

☒ Yes

Section: Public Area

Subsection: SESHMAHAL

1: Doors **NC**

☒ No

Observation Text :

Door edges to be polished

2: Signage's

☒ Yes

3: Carpet. **NC**

☒ No

Observation Text :

Totally worn out

4: Ceiling. **NC**

☒ No

Attachments :

QUE224_IMG_20181029_154702.jpg

Observation Text :

Ceiling seepage

5: Lights / TV

☒ Yes

6: AC grills/Exhaust.

☒ Yes

7: Walls.

☒ Yes

8: Paintings. ☒ Not Applicable

9: Panels. **NC**

☒ No

Attachments :

QUE229_IMG_20181029_154812.jpg

Observation Text :

Panel fabric faded

10: Fabric. **NC**

☐ No

Observation Text :

Panel fabric faded

11: Floor.

☐ Yes

12: Dusting.

☐ Yes

13: Skirting.

☐ Yes

14: Furniture.

☐ Yes

15: Upholstery.

☐ Yes

16: Polishing. **NC**

☐ No

Observation Text :

Polishing required

17: Accessories.

☐ Yes

18: Banquet/Tables.

☐ Yes

19: Brass/Copper.

☐ Yes

20: Window panes/Ledges.

☐ Yes

Section: Public Area

Subsection: RNG

1: Doors ☒ Not Applicable

2: Signage's

☐ Yes

3: Carpet. ☒ Not Applicable

4: Ceiling. ☒ Not Applicable

5: Lights / TV

☒ Yes

6: AC grills/Exhaust. ☒ Not Applicable

7: Walls. ☒ Not Applicable

8: Paintings. ☒ Not Applicable

9: Panels. ☒ Not Applicable

10: Fabric. ☒ Not Applicable

11: Floor.

☒ Yes

12: Dusting. **NC**

☒ No

Observation Text :

To be done

13: Skirting. ☒ Not Applicable

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. ☒ Not Applicable

Section: Procedures

Subsection: GUEST ROOMS

1: Bathroom linen standardization. **NC**

Rating: 6

Observation Text :

Softness of bath linen is poor and to be taken out from circulation and put new linen, whiteness of towels also poor.

- 2: Tea /coffee making facility in the room.

Rating: 10

- 3: Room history maintenance.

Rating: 10

Observation Text :

Being followed

- 4: Table / wardrobe drawers in guest rooms.

Rating: 10

- 5: Housekeeping - Machines. **NC**

Rating: 4

Observation Text :

Only 7 vacuum machines are available - Vacuum is not being happened in every room.

- 6: Housekeeping - Turndown service. **NC**

Rating: 7

Observation Text :

Only for

- 7: Bathroom amenities for double occupancy rooms.

Rating: 10

Observation Text :

Being followed

- 8: Suite bathroom amenities .

Rating: 10

Observation Text :

Being followed

- 9: Magazines provided to guest rooms.

Rating: 10

Observation Text :

Outlook, Business

- 10: Laundry - garment finishing standards.

Rating: 10

- 11: Carpets. **NC**

Rating: 0

Observation Text :

Looking shabby - Need attention to maintain in guest rooms properly

12: Care and maintenance of runners.

Rating: 10

13: Standardized in room items.

Rating: 8

Observation Text :

Found leather stationery box in writing table draw in 301

14: Sleep quality comfort. **NC**

Rating: 6

Observation Text :

Comfort levels of mattresses are poor

15: Specification of cleaning chemicals.

Rating: 10

Observation Text :

JD

16: Standardized bed linen / mattress / foundation.

Rating: 10

Observation Text :

Being followed

17: Standardization of par levels for room linen and table linen.

Rating: 8

18: Measurable instruments for quality / standards measurements.

Rating: 10

19: Guest-laundry pickup.

Rating: 10

Observation Text :

Being followed

Section: Rest Rooms

Subsection: GENTS TOILET

1: Taps.

☒ Yes

2: Maintenance.

☒ Yes

3: Smell. **NC**

☒ No

Observation Text :

Not smelling fresh

4: Floor.

☒ Yes

5: Tiles.

☒ Yes

6: W/C

☒ Yes

7: Basin.

☒ Yes

8: Mirror

☒ Yes

9: Soap /Supplies

☒ Yes

10: Door /Walls / Ceiling **NC**

☐ No

Observation Text :

Door paint peeling off

11: Exhaust **NC**

☐ No

Observation Text :

Exhaust to be cleaned

12: Urinal.

☒ Yes

13: Mattress / Other things

☒ Yes

Section: Rest Rooms

Subsection: LADIES 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

9: Soap /Supplies

☐ Yes

10: Door /Walls / Ceiling **NC**

☐ No

Observation Text :

ceiling paint peeling off

11: Exhaust **NC**

☐ No

12: Urinal. ☒ Not Applicable

13: Mattress / Other things **NC**

☐ No

Attachments :

QUE305_IMG_20181030_155201.jpg

Observation Text :

Chairs shampooing to be done

Section: Rest Rooms

Subsection: LOBBY GENTS REST ROOM

1: Taps.

☐ Yes

2: Maintenance. **NC**

☐ No

Observation Text :

Toilet roll holders loose, Drain cover to be fixed in middle cubicle

3: Smell.

☐ Yes

4: Floor.

☒ Yes

5: Tiles. **NC**

☒ No

Attachments :

QUE310_IMG_20181030_093918.jpg

Observation Text :

Damaged

6: W/C

☒ Yes

7: Basin.

☒ Yes

8: Mirror

☒ Yes

9: Soap /Supplies

☒ Yes

10: Door /Walls / Ceiling **NC**

☒ No

Attachments :

QUE315_IMG_20181030_094145.jpg

Observation Text :

Ceiling paint peeling off

11: Exhaust

☒ Yes

12: Urinal.

☒ Yes

13: Mattress / Other things

☒ Yes

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

7: Basin.

☒ Yes

8: Mirror

☒ Yes

9: Soap /Supplies

☒ Yes

10: Door /Walls / Ceiling **NC**

☒ No

Attachments :

QUE328_IMG_20181030_094350.jpg

Observation Text :

Door frames and door bottoms to be polished

11: Exhaust

☒ Yes

12: Urinal. ☒ Not Applicable

13: Mattress / Other things

☒ Yes

Section: Rest Rooms

Subsection: BANQUET GENTS REST ROOM

1: Taps.

☒ Yes

2: Maintenance. **NC**

☒ No

Attachments :

QUE333_IMG_20181030_101516.jpg

Observation Text :

WC flush pad to change

3: Smell.

☒ Yes

4: Floor.

☒ Yes

5: Tiles.

☒ Yes

6: W/C

☒ Yes

7: Basin. **NC**

☒ No

Observation Text :

Scratches in wash basin

8: Mirror

☒ Yes

9: Soap /Supplies

☒ Yes

10: Door /Walls / Ceiling **NC**

☒ No

Observation Text :

Ceiling undulations

11: Exhaust

☒ Yes

12: Urinal.

☒ Yes

13: Mattress / Other things

☒ Yes

Section: Rest Rooms

Subsection: BANQUET LADIES REST ROOM

1: Taps.

☒ Yes

2: Maintenance. **NC**

☒ No

Observation Text :

Wash basin cracked

3: Smell.

☒ Yes

4: Floor.

☐ Yes

5: Tiles.

☐ Yes

6: W/C **NC**

☐ No

Attachments :

QUE350_IMG_20181030_101806.jpg

Observation Text :

Flush pad to change

7: Basin. **NC**

☐ No

Attachments :

QUE351_IMG_20181030_101843.jpg

Observation Text :

Wash basin cracked

8: Mirror

☐ Yes

9: Soap /Supplies

☐ Yes

10: Door /Walls / Ceiling **NC**

☐ No

Observation Text :

Doors and door frames bottoms to be polished and ceiling undulations

11: Exhaust **NC**

☐ No

Attachments :

QUE355_IMG_20181030_101942.jpg

Observation Text :

To be painted

12: Urinal. ☒ Not Applicable

13: Mattress / Other things

☐ Yes

Section: Rest Rooms

Subsection: EXECUTIVES GENTS LOCKER

1: Taps.

☐ Yes

2: Maintenance.

☒ Yes

3: Smell. **NC**

☐ No

Observation Text :

Not smelling fresh

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 **NC**

☐ No

Observation Text :

Exhausts to be cleaned

12: Urinal.

☒ Yes

13: Mattress / Other things

☒ Yes

Section: Rest Rooms

Subsection: EXECUTIVES LADIES LOCKER

1: Taps.

☒ Yes

2: Maintenance. **NC**

☐ No

Observation Text :

Smelling not fresh - Drain smell

3: Smell. **NC**

☐ No

Observation Text :

Not smelling fresh

4: Floor.

☐ Yes

5: Tiles.

☐ Yes

6: W/C

☐ Yes

7: Basin.

☐ Yes

8: Mirror

☐ Yes

9: Soap /Supplies

☐ Yes

10: Door /Walls / Ceiling **NC**

☐ No

Observation Text :

Door paint peeling off

11: Exhaust **NC**

☐ No

Observation Text :

Exhaust to be cleaned

12: Urinal. ☒ Not Applicable

13: Mattress / Other things

☐ Yes

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 **NC**
☒ No

Observation Text :
 Mirror frame to be painted

9: Soap /Supplies
☒ Yes

10: Door /Walls / Ceiling
☒ Yes

11: Exhaust
☒ Yes

12: Urinal.
☒ Yes

13: Mattress / Other things **NC**
☒ No

Section: Rest Rooms

Subsection: POOL SIDE MENS REST ROOM

1: Taps.
☒ Yes

2: Maintenance. **NC**
☒ No

Attachments :
 QUE398_IMG_20181030_112750.jpg

Observation Text :
 Light to be fixed properly in front of mirror

3: Smell. **NC**

☐ No

Observation Text :

Not smelling fresh

4: Floor.

☒ Yes

5: Tiles.

☒ Yes

6: W/C

☒ Yes

7: Basin.

☒ Yes

8: Mirror

☒ Yes

9: Soap /Supplies

☒ Yes

10: Door /Walls / Ceiling **NC**

☒ No

Attachments :

QUE406_IMG_20181030_112843.jpg

Observation Text :

Damaged door veneer to be changed

11: Exhaust **NC**

☒ No

Attachments :

QUE407_IMG_20181030_112923.jpg

12: Urinal.

☒ Yes

13: Mattress / Other things **NC**

☒ No

Attachments :

QUE409_IMG_20181030_112950.jpg

Observation Text :

Table to be polished

Section: Rest Rooms

Subsection: POOL SIDE LADIES 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 **NC**

☒ No

Attachments :

QUE419_IMG_20181030_112420.jpg

QUE419_IMG_20181030_112501.jpg

Observation Text :

Damaged door bottom veneer to be changed

11: Exhaust

☒ Yes

12: Urinal. ☒ Not Applicable

13: Mattress / Other things

☒ Yes

Section: Rest Rooms

Subsection: BAR LADIES

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 **NC**

☒ No

Attachments :

QUE432_IMG_20181030_111952.jpg

Observation Text :

Door bottom damaged

11: Exhaust

☒ Yes

12: Urinal. ☒ Not Applicable

13: Mattress / Other things

☒ Yes

Section: Rest Rooms

Subsection: BAR GENTS

1: Taps.

☒ Yes

2: Maintenance.

☒ Yes

3: Smell.

☒ Yes

4: Floor.

☒ Yes

5: Tiles. **NC**

☐ No

Attachments :

QUE440_IMG_20181030_111724.jpg

Observation Text :

Incomplete work

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: Floors - Guest Rooms

Subsection: 329

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

Attachments :

QUE564_IMG_20181029_091907.jpg

Observation Text :

Carpets are very dirty - To be shampooed

15: BATHTUB \ WC.

☒ Yes

16: WASHBASIN \ COUNTER

☒ Yes

17: MIRRORS. **NC**

☒ No

Attachments :

QUE567_IMG_20181029_091623.jpg

Observation Text :

Mirror tarnished

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms**Subsection:** 3331: Ceiling **NC**☒ No

Attachments :

QUE571_IMG_20181029_092329.jpg

Observation Text :

Ceiling seepage at spot light above bed

2: Walls/ Photo Frames

☒ Yes

3: Floor

☒ Yes4: WINDOW PANE \ LEDGES **NC**☒ No

Attachments :

QUE574_IMG_20181029_092522.jpg

Observation Text :

To be cleaned and polish

5: BED LINEN. **NC**☒ No

Attachments :

QUE575_IMG_20181029_092636.jpg

Observation Text :

Stains on duvet cover

6: UPHOLSTRY \ CURTAINS **NC**☒ No

Attachments :

QUE576_IMG_20181029_092721.jpg

Observation Text :

Black out badly damaged

7: TV \ TEL \ AC.

☒ Yes8: SUPP \ STATIONERY. **NC**☒ No

Attachments :

QUE578_IMG_20181029_092843.jpg

Observation Text :

Coffee mugs not cleaned properly

9: MAINTENANCE

☒ Yes

10: DUSTING

☒ Yes

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS. **NC**

☒ No

Attachments :

QUE583_IMG_20181029_093034.jpg

Observation Text :

Bath room ceiling seepage

14: FLOORS.

☒ Yes

15: BATHTUB \ WC. **NC**

☒ No

Attachments :

QUE585_IMG_20181029_093239.jpg

Observation Text :

Water scales on shower cubicle glasses

16: WASHBASIN \ COUNTER

☒ Yes

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 318

1: Ceiling **NC**

☒ No

Attachments :

QUE591_IMG_20181029_093645.jpg

QUE591_IMG_20181029_093707.jpg

2: Walls/ Photo Frames

☒ Yes

3: Floor

☒ Yes

4: WINDOW PANE \ LEDGES **NC**

☒ No

Attachments :

QUE594_IMG_20181029_093846.jpg

Observation Text :

Window sill belched

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

Attachments :

QUE603_IMG_20181029_094246.jpg

QUE603_IMG_20181029_094328.jpg

Observation Text :

Bathroom ceiling seepage, Head shower rusted

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: 316

1: Ceiling

☒ Yes

2: Walls/ Photo Frames

☒ Yes

3: Floor **NC**

☐ No

Observation Text :

Wooden profile to be polished

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

Attachments :

QUE619_IMG_20181029_095000.jpg

Observation Text :

Safety latch is not working

10: DUSTING

☒ Yes

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS.

☒ Yes

14: FLOORS.

☒ Yes

15: BATHTUB \ WC. **NC**

☒ No

Attachments :

QUE625_IMG_20181029_095156.jpg

Observation Text :

Water scales on shower cubicle glasses

16: WASHBASIN \ COUNTER

☒ Yes

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 234

1: Ceiling **NC**

☒ No

Attachments :

QUE631_IMG_20181029_095618.jpg

Observation Text :

Ceiling seepage

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 **NC**

☐ No

Observation Text :

Dust on study chair, skirtings

11: TIDINESS. **NC**

☐ No

Attachments :

QUE641_IMG_20181029_100018.jpg

Observation Text :

Dressing mirror not cleaned

12: FURNITURE. **NC**

☐ No

Attachments :

QUE642_IMG_20181029_095916.jpg

Observation Text :

Coffee table legs tp be dusted

13: GUEST BATHROOMS. **NC**

☒ No

Attachments :

QUE643_IMG_20181029_100116.jpg

Observation Text :

Bathroom Ceiling seepage

14: FLOORS.

☒ Yes

15: BATHTUB \ WC. **NC**

☒ No

Attachments :

QUE645_IMG_20181029_100247.jpg

Observation Text :

To be cleaned

16: WASHBASIN \ COUNTER

☒ Yes

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 237

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 **NC**

☐ No

Observation Text :

Dust on windows and skirting

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS. **NC**

☐ No

Attachments :

QUE663_IMG_20181029_100936.jpg

Observation Text :

Bathroom ceiling seepage

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: 2111

1: Ceiling

☒ Yes

2: Walls/ Photo Frames

☒ Yes

3: Floor **NC**

☐ No

Observation Text :

Carpet is dirty

4: WINDOW PANE \ LEDGES **NC**

☐ No

Attachments :

QUE674_IMG_20181029_101424.jpg

Observation Text :

To be polished

5: BED LINEN.

☒ Yes

6: UPHOLSTRY \ CURTAINS

☒ Yes

7: TV \ TEL \ AC.

☒ Yes

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE

☒ Yes

10: DUSTING **NC**

☐ No

Attachments :

QUE680_IMG_20181029_101814.jpg

Observation Text :

Dust on coffee table legs

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS. **NC**

☒ No

Attachments :

QUE683_IMG_20181029_101946.jpg

QUE683_IMG_20181029_102057.jpg

Observation Text :

Picture frame to be replaced, Bathroom ceiling paint peeling off

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: 414

1: Ceiling

☒ Yes

2: Walls/ Photo Frames **NC**

☒ No

Attachments :

QUE692_IMG_20181029_112737.jpg

Observation Text :

Alignment not proper

3: Floor **NC**

☒ No

Observation Text :

Stains and scratches on floor, Carpet is dirty

4: WINDOW PANE \ LEDGES **NC**☒ No

Attachments :

QUE694_IMG_20181029_112849.jpg

Observation Text :

To be polished

5: BED LINEN.

☒ Yes6: UPHOLSTRY \ CURTAINS **NC**☒ No

Observation Text :

Only one sheer curtain is there

7: TV \ TEL \ AC.

☒ Yes

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE

☒ Yes

10: DUSTING

☒ Yes11: TIDINESS. **NC**☒ No

Observation Text :

Minibar cabinet door to be cleaned properly

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS.

☒ Yes

14: FLOORS.

☒ Yes15: BATHTUB \ WC. **NC**☒ No

Attachments :

QUE705_IMG_20181029_113106.jpg

Observation Text :

WC hinges caps to be fixed

16: WASHBASIN \ COUNTER

☒ Yes

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

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

☒ No

Attachments :

QUE710_IMG_20181101_093857.jpeg

Observation Text :

Threads on bath towels

Section: Floors - Guest Rooms

Subsection: 510

1: Ceiling

☒ Yes

2: Walls/ Photo Frames

☒ Yes

3: Floor **NC**

☒ No

Observation Text :

Wooden floor gaps to be closed

4: WINDOW PANE \ LEDGES

☒ Yes

5: BED LINEN. **NC**

☒ No

Attachments :

QUE715_IMG_20181029_113705.jpg

Observation Text :

Stain bed sheet placed and stain covered with talcum powder

6: UPHOLSTRY \ CURTAINS

☒ Yes

7: TV \ TEL \ AC.

☒ Yes

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE

☒ Yes

10: DUSTING

☒ Yes

11: TIDINESS.

☒ Yes

12: FURNITURE. **NC**

☒ No

Attachments :

QUE722_IMG_20181029_113908.jpg

Observation Text :

Coffee table legs damaged

13: GUEST BATHROOMS.

☒ Yes

14: FLOORS. **NC**

☒ No

Attachments :

QUE724_IMG_20181029_114017.jpg

Observation Text :

Hair 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: 517

1: Ceiling

☒ Yes

2: Walls/ Photo Frames **NC**

☒ No

Attachments :

QUE732_IMG_20181029_114506.jpg

Observation Text :

Fungus on wall

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 **NC**

☒ No

Attachments :

QUE740_IMG_20181029_114632.jpg

Observation Text :

Dust on coffee table legs

11: TIDINESS.

☒ Yes

12: FURNITURE. **NC**

☒ No

Attachments :

QUE742_IMG_20181029_114710.jpg

Observation Text :

Coffee table legs damaged

13: GUEST BATHROOMS.

☒ Yes

14: FLOORS.

☒ Yes

15: BATHTUB \ WC. **NC**

☒ No

Attachments :

QUE745_IMG_20181029_114850.jpg

Observation Text :

Stains on 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: 533

1: Ceiling **NC**

☒ No

Attachments :

QUE751_IMG_20181029_115509.jpg

Observation Text :

Ceiling seepage

2: Walls/ Photo Frames

☒ Yes

3: Floor

☒ Yes

4: WINDOW PANE \ LEDGES

☒ Yes

5: BED LINEN.

☒ Yes

6: UPHOLSTRY \ CURTAINS **NC**☒ No

Observation Text :

Black out to be pasted

7: TV \ TEL \ AC.

☒ Yes8: SUPP \ STATIONERY. **NC**☒ No

Observation Text :

Drinking glasses not wiped

9: MAINTENANCE

☒ Yes

10: DUSTING

☒ Yes

11: TIDINESS.

☒ Yes12: FURNITURE. **NC**☒ No

Attachments :

QUE762_IMG_20181029_115831.jpg

Observation Text :

To be polished

13: GUEST BATHROOMS. **NC**☒ No

Observation Text :

Bathroom ceiling seepage

14: FLOORS. **NC**☒ No

Attachments :

QUE764_IMG_20181029_120007.jpg

Observation Text :

Bathroom floor to be scrubbed and clean

15: BATHTUB \ WC.

☒ Yes16: WASHBASIN \ COUNTER **NC**☒ No

Attachments :

QUE766_IMG_20181029_120110.jpg

Observation Text :

White scales around wash basin tap

17: MIRRORS.

☒ Yes

18: DUSTING. **NC**

☒ No

Attachments :

QUE768_IMG_20181029_120208.jpg

Observation Text :

Toilet roll holders stained

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 537

1: Ceiling **NC**

☒ No

Observation Text :

Room ceiling seepage

2: Walls/ Photo Frames

☒ Yes

3: Floor

☒ Yes

4: WINDOW PANE \ LEDGES **NC**

☒ No

Attachments :

QUE774_IMG_20181029_120726.jpg

Observation Text :

To be cleaned

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

Attachments :

QUE784_IMG_20181029_121000.jpg

Observation Text :

Patches on floor

15: BATHTUB \ WC.

☒ Yes

Attachments :

QUE785_IMG_20181029_121027.jpg

Observation Text :

WC flush pad is loose

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:** 633

1: Ceiling

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

Attachments :

QUE792_IMG_20181029_121437.jpg

Observation Text :

Stains on wall

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

☒ Yes11: TIDINESS. **NC**☒ No

Observation Text :

Wardrobe doors and bathroom doors to be wiped

12: FURNITURE. **NC**☒ No

Attachments :

QUE802_IMG_20181029_121628.jpg

QUE802_IMG_20181029_122135.jpg

Observation Text :

Coffee table top polishing to be done, Writing table top also to be polished

13: GUEST BATHROOMS. **NC**

☐ No

Attachments :

QUE803_IMG_20181029_121827.jpg

14: FLOORS. **NC**

☐ No

Attachments :

QUE804_IMG_20181029_121739.jpg

Observation Text :

Patches 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: 629

1: Ceiling

☐ Yes

2: Walls/ Photo Frames

☐ Yes

3: Floor

☐ Yes

4: WINDOW PANE \ LEDGES **NC**

☐ No

Attachments :

QUE814_IMG_20181029_123632.jpg

Observation Text :

window glass not cleaned

5: BED LINEN. **NC**

☐ No

Attachments :

QUE815_IMG_20181029_123520.jpg

Observation Text :

Hair on bed

6: UPHOLSTRY \ CURTAINS

☒ Yes

7: TV \ TEL \ AC.

☒ Yes

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE

☒ Yes

10: DUSTING

☒ Yes

11: TIDINESS.

☒ Yes

12: FURNITURE. **NC**

☐ No

Attachments :

QUE822_IMG_20181029_123720.jpg

QUE822_IMG_20181029_123740.jpg

Observation Text :

Table tops tp be polished

13: GUEST BATHROOMS. **NC**

☐ No

Attachments :

QUE823_IMG_20181029_123826.jpg

QUE823_IMG_20181029_124113.jpg

Observation Text :

Door corners to be cleaned, Drain flies are in bathroom

14: FLOORS. **NC**

☐ No

Attachments :

QUE824_IMG_20181029_123950.jpg

Observation Text :

Stains 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: 610

1: Ceiling

☒ Yes

2: Walls/ Photo Frames

☒ Yes

3: Floor

☒ Yes

4: WINDOW PANE \ LEDGES **NC**

☒ No

Attachments :

QUE834_IMG_20181029_124752.jpg

Observation Text :

Window sill to be polished

5: BED LINEN. **NC**

☒ No

Attachments :

QUE835_IMG_20181029_125148.jpg

Observation Text :

Mattress bent

6: UPHOLSTRY \ CURTAINS

☒ Yes

7: TV \ TEL \ AC.

☒ Yes

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE

☒ Yes

10: DUSTING

☒ Yes

11: TIDINESS. **NC**

☒ No

Attachments :

QUE841_IMG_20181029_125626.jpg

Observation Text :

Stains on luggage rack

12: FURNITURE. **NC**

☒ No

Attachments :

QUE842_IMG_20181029_125316.jpg

QUE842_IMG_20181029_125332.jpg

Observation Text :

Table tops to be polished

13: GUEST BATHROOMS. **NC**

☒ No

Attachments :

QUE843_IMG_20181029_125756.jpg

QUE843_IMG_20181029_125811.jpg

Observation Text :

Water scLes on glass doors

14: FLOORS. **NC**

☒ No

Observation Text :

Stains 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: 430

1: Ceiling

☒ Yes

2: Walls/ Photo Frames **NC**

☒ No

Attachments :

QUE852_IMG_20181029_130706.jpg

Observation Text :

No alignment

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

Attachments :

QUE864_IMG_20181029_130832.jpg

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: 532

1: Ceiling **NC**

☒ No

Observation Text :

Seepage stains on ceiling

2: Walls/ Photo Frames

☒ Yes

3: Floor

☒ Yes

4: WINDOW PANE \ LEDGES

☒ Yes

5: BED LINEN.

☒ Yes

6: UPHOLSTRY \ CURTAINS **NC**

☒ No

Observation Text :

Black out to be pasted properly

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 :

Seepage stains on ceiling

14: FLOORS.

☒ Yes

15: BATHTUB \ WC.

☒ Yes

16: WASHBASIN \ COUNTER

☒ Yes

17: MIRRORS.

☒ Yes

18: DUSTING. **NC**

☐ No

Observation Text :

Soap rack and shower cubicle glasses to be cleaned

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms**Subsection:** 437

1: Ceiling

☒ Yes

2: Walls/ Photo Frames

☒ Yes

3: Floor

☒ Yes4: WINDOW PANE \ LEDGES **NC**☐ No

Observation Text :

To be cleaned

5: BED LINEN.

☒ Yes

6: UPHOLSTRY \ CURTAINS

☒ Yes

7: TV \ TEL \ AC.

☒ Yes8: SUPP \ STATIONERY. **NC**☐ No

Observation Text :

Supplies tray not dusted

9: MAINTENANCE

☒ Yes

10: DUSTING

☒ Yes11: TIDINESS. **NC**☐ No

Observation Text :

Stains on luggage rack

12: FURNITURE.

☒ Yes13: GUEST BATHROOMS. **NC**☐ No

Attachments :

QUE903_IMG_20181029_151213.jpg

Observation Text :

Bathroom ceiling seepage and fungus

14: FLOORS. **NC**

☐ No

Observation Text :

Patches on floor

15: BATHTUB \ WC. **NC**

☐ No

Attachments :

QUE905_IMG_20181029_151337.jpg

Observation Text :

Fungus on flush pad

16: WASHBASIN \ COUNTER

☐ Yes

17: MIRRORS.

☐ Yes

18: DUSTING.

☐ Yes

19: MAINTENANCE.

☐ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☐ Yes

Section: Floors - Guest Rooms

Subsection: 332

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

Attachments :

QUE916_IMG_20181029_151947.jpg

Observation Text :

Sheer Curtain torn

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 :

Ceiling seepage

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 **NC**

☐ No

Observation Text :

Towel rack has stains

Section: Floors - Guest Rooms

Subsection: 201

1: Ceiling **NC**

☒ No

Observation Text :

Ceiling seepage

2: Walls/ Photo Frames

☒ Yes

3: Floor **NC**

☒ No

Observation Text :

Carpet to be shampooed

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 :

Ceiling seepage

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: Gloss Level

Subsection: Marble Floor

1: Lobby

Rating: 8

Observation Text :

Upper lobby

2: Reception. **NC**

Rating: 6

3: Travel desk.

Rating: 8

Observation Text :

1st floor 1st corridor

4: OUT Entrance.

Rating: 8

5: Bell Desk ☒ Not Applicable

6: Lobby lounge **NC**

Rating: 7

7: Lobby Entrance **NC**

Rating: 7

8: Guest elevator opposite

Rating: 8

9: Opposite to banquet office

Rating: 8

10: Gardenia entrance ☒ Not Applicable

11: Senate

Rating: 9

Observation Text :

1st floor 2nd corridor

12: Prefunction of Residency

Rating: 8

Observation Text :

Vijaya hall entrance

13: Gardenia entrance

Rating: 8

Observation Text :

Vahuni hall entrance

14: Tulips **NC**

Rating: 7

15: Lobby Gents rest room

Rating: 8

16: Lobby Ladies rest room

Rating: 8

17: Banquets Gents rest room

Rating: 8

Observation Text :

Mustang Bar rest rooms

18: Banquets Ladies rest room

Rating: 8

Observation Text :

Mustang Bar rest rooms

19: Gardenia entrance **NC**

Rating: 7

Observation Text :

Pallavi hall entrance

Section: Linen and Laundry**Subsection:** Linen, Laundry & Guest Laundry

1: Linen room stacking

Rating: 10

2: Par stocks

Rating: 10

Observation Text :

Being followed

3: Annual indent

Rating: 10

Observation Text :

Done

4: Discards

Rating: 10

5: Quality of uniforms **NC**

Rating: 7

Observation Text :

Whiteness of executive shirts and chef coats not up to the mark

6: Quality of linen **NC**

Rating: 6

Observation Text :

Discarded bath linen to be removed from circulation - Still being placed in guest rooms.

7: Uniform calendar

Rating: 9

Observation Text :

Being followed

8: Exchange timing

Rating: 10

Observation Text :

As per mentioned

9: Uniform exchange system

Rating: 10

Observation Text :

Soil to fresh

10: Inventory of F&B Linen

Rating: 10

Observation Text :

Monthly

11: Inventory of Room linen

Rating: 10

Observation Text :

Monthly

12: Inventory of uniforms

Rating: 10

Observation Text :

Monthly

13: Pick up collection standards

Rating: 10

Observation Text :

Being followed

14: Sorting & Checking

Rating: 10

Observation Text :

Being followed

15: Marking & Tagging

Rating: 10

Observation Text :

Being followed

16: Processing

Rating: 10

Observation Text :

Being followed

17: Finishing

Rating: 8

Observation Text :

Uniform pressing quality should improve

18: Packing

Rating: 10

Observation Text :

being followed

19: Billing

Rating: 10

Observation Text :

Being followed

20: Delivery

Rating: 10

Observation Text :

Being followed

21: Condition of machines

Rating: 10

Observation Text :

Good

22: Equipment, Preventive maintenance

Rating: 10

Observation Text :

Being followed fortnightly

23: Standardized chemicals

Rating: 10

Observation Text :

JD

24: Sorting standards

Rating: 10

25: Washing standards

Rating: 10

Observation Text :

Being followed

26: Finishing standards

Rating: 10

27: Stacking standards

Rating: 8

Observation Text :

Staking of linen and other chair covers should maintain properly

28: Awareness of snow white initiatives **NC**

Rating: 7

Attachments :

QUE515_IMG_20181030_170506.jpg

Observation Text :

According to report given by JD whiteness is low than standard

29: Comfortable temperature in laundry

Rating: 8

Observation Text :
Normal

30: Safe work practices

Rating: 10

Observation Text :
Being followed

31: Use of safety equipment

Rating: 8

Observation Text :
No PPE is being used

32: Quality of processed articles

Rating: 10

Observation Text :
being followed

Section: Contractual Service

Subsection: Contractual Service

1: Schedule of treatment for rooms

Rating: 8

Observation Text :
Regular spray is happening in rooms

2: Schedule of treatment for kitchen

Rating: 9

Observation Text :
Every Monday and Tuesday happening

3: Schedule of treatment for F&B outlets

Rating: 9

Observation Text :
Every Monday and Tuesday happening

4: Standards of chemicals

Rating: 10

Observation Text :
Byer chemicals are using

5: Staff uniform and grooming

Rating: 10

Observation Text :

Being followed

6: Effectiveness **NC**

Rating: 5

Observation Text :

Found drain flies on bathroom ceiling in 629, Cobwebs found in upper lobby, rats issues are there.

7: Quality of flowers & flower vase

Rating: 8

Observation Text :

Good

8: Costing

Rating: 10

Observation Text :

Within budget

9: Skill knowledge

Rating: 10

Observation Text :

Good

10: Maintenance of plants

Rating: 9

Observation Text :

Good

11: Quality of landscaping

Rating: 10

Observation Text :

Good

12: Overall impression

Rating: 9

13: Periphery of the hotel

Rating: 8

Observation Text :

Cleaning should be improved at plants areas

Section: Records

Subsection: Records & Reports

1: Guest supplies

Rating: 10

2: Cleaning supplies

Rating: 10

Observation Text :

Within budget

3: Linen

Rating: 10

4: Uniforms

Rating: 10

5: Lost and found records **NC**

Rating: 7

6: L&F issues to the claimant **NC**

Rating: 7

Observation Text :

Filing should be done properly and Valid signatures to be must

7: L&F storage

Rating: 10

8: L&F Letters to guests

Rating: 10

Observation Text :

Auto generated mails are going to guests

9: L&F Disposals

Rating: 10

Observation Text :

Up to date

10: Room history

Rating: 10

11: Duty roaster & allocation register

Rating: 10

12: Attendance record

Rating: 10

13: Log book messages and follow up

Rating: 10

14: Occupancy report (Twice a day)

Rating: 10

15: Under repair status

Rating: 10

16: DND List

Rating: 10

17: Property upkeep Report

Rating: 10

18: Monthly meeting reports

Rating: 10