

## Audit Report for Audit ID - AU00133-2

SNO	Public Area	SESHMAHAL	RNG	OUT	TULIPS	MUSTANG BAR	VIJAYA	PALLAVI	BHARINI	LOBBY	BOARD ROOM 1	VAUHINI	BOARD ROOM 2	CONVENTION HALL	OBTAINED SCORE
1	Upholstery.	C	C	NC	NC	C	N/A	NC	C	NC	C	N/A	C	C	54
2	Polishing.	NC	C	C	C	C	N/A	NC	NC	NC	NC	C	C	N/A	46
3	Accessories.	C	C	C	C	C	N/A	C	C	NC	C	C	C	C	85
4	Banquet/Tables.	C	C	C	NC	C	N/A	C	C	N/A	NC	NC	NC	C	54
5	Brass/Copper.	C	N/A	C	C	N/A	N/A	N/A	C	C	N/A	N/A	N/A	N/A	38
6	Window panes/Ledges.	C	N/A	C	C	C	N/A	N/A	C	C	C	N/A	C	C	69
7	Doors	NC	N/A	C	C	C	N/A	NC	NC	C	NC	NC	NC	C	38
8	Signage's	C	C	C	C	C	N/A	C	C	C	C	C	C	C	92
9	Carpet.	NC	N/A	NC	N/A	N/A	N/A	NC	C	N/A	N/A	N/A	N/A	N/A	8
10	Ceiling.	NC	N/A	C	C	NC	N/A	C	C	NC	C	C	NC	C	54
11	Lights / TV	C	C	C	C	C	N/A	C	C	NC	C	C	C	C	85
12	AC grills/Exhaust.	C	N/A	C	C	C	N/A	C	C	C	C	C	C	C	85
13	Walls.	C	N/A	C	NC	C	N/A	C	C	C	C	C	C	C	77
14	Paintings.	N/A	N/A	C	C	C	N/A	N/A	N/A	C	C	N/A	N/A	N/A	38
15	Panels.	NC	N/A	NC	C	C	N/A	NC	C	C	C	C	C	N/A	54
16	Fabric.	NC	N/A	C	NC	C	N/A	C	C	C	N/A	N/A	N/A	N/A	38
17	Floor.	C	C	C	C	NC	N/A	C	C	C	C	C	C	NC	77
18	Dusting.	C	NC	NC	NC	C	N/A	C	NC	C	C	C	C	C	62
19	Skirting.	C	N/A	C	C	C	N/A	C	C	C	C	C	C	C	85
20	Furniture.	C	C	NC	NC	C	N/A	C	C	NC	C	C	C	N/A	62

SNO	Floors - Guest Rooms	316	517	234	533	237	332	537	2111	633	629	414	610	510	430	532	437	329	333	201	318	OBTAINED SCORE
1	BATHTUB \ WC.	NC	NC	NC	C	C	C	C	C	C	C	NC	C	C	C	C	NC	C	NC	C	C	70
2	WASHBASIN \ COUNTER	C	C	C	NC	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	95
3	MIRRORS.	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	NC	C	C	C	95
4	DUSTING.	C	C	C	NC	C	C	C	C	C	C	C	C	C	C	NC	C	C	C	C	C	90
5	MAINTENANCE.	C	C	C	C	C	C	NC	C	C	C	C	C	C	C	C	C	C	C	C	C	95
6	SUPP \ STATIONERY \ BATH LINEN	C	C	C	C	C	NC	C	C	C	C	NC	C	C	C	C	C	C	C	C	C	90
7	Ceiling	C	C	NC	NC	C	C	NC	C	C	C	C	C	C	C	NC	C	C	NC	NC	NC	65
8	Walls/ Photo Frames	C	NC	C	C	C	C	C	C	NC	C	NC	C	C	NC	C	C	C	C	C	C	80
9	Floor	NC	C	C	C	C	C	C	NC	C	C	NC	C	NC	C	C	C	C	C	NC	C	75
10	WINDOW PANE \ LEDGES	C	C	C	C	C	C	NC	NC	C	NC	NC	NC	C	C	C	NC	C	NC	C	NC	60
11	BED LINEN.	C	C	C	C	C	C	C	C	C	NC	C	NC	NC	C	C	C	C	NC	C	C	80
12	UPHOLSTRY \ CURTAINS	C	C	C	NC	C	NC	C	C	C	C	NC	C	C	C	NC	C	C	NC	C	C	75
13	TV \ TEL \ AC.	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
14	SUPP \ STATIONERY.	C	C	C	NC	C	C	C	C	C	C	C	C	C	C	C	NC	C	NC	C	C	85
15	MAINTENANCE	NC	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	95
16	DUSTING	C	NC	NC	C	NC	C	C	NC	C	C	C	C	C	C	C	C	C	C	C	C	80
17	TIDINESS.	C	C	NC	C	C	C	C	C	NC	C	NC	NC	C	C	C	NC	C	C	C	C	75
18	FURNITURE.	C	NC	NC	NC	C	C	C	C	NC	NC	C	NC	NC	C	C	C	C	C	C	C	65
19	GUEST BATHROOMS.	C	C	NC	NC	NC	NC	C	NC	NC	NC	C	NC	C	C	NC	NC	C	NC	NC	NC	35
20	FLOORS.	C	C	C	NC	C	C	NC	C	NC	NC	C	NC	NC	NC	C	NC	NC	C	C	C	55

SNO	Gloss Level	Marble Floor	OBTAINED SCORE
1	Lobby	C	100
2	Reception.	NC	0

3	Travel desk.	C	100	NC	33
4	OUT Entrance.	C	100		
5	Bell Desk	N/A	0		
6	Lobby lounge	NC	0		
7	Lobby Entrance	NC	0		
8	Guest elevator opposite	C	100		
9	Opposite to banquet office	C	100		
10	Gardenia entrance	N/A	C		
11	Senate	C	100		
12	Prefunction of Residency	C	100		
13	Tulips	NC	0		
14	Lobby Gents rest room	C	100		
15	Lobby Ladies rest room	C	100		
16	Banquets Gents rest room	C	100		
17	Banquets Ladies rest room	C	100		

SNO	Procedures	GUEST ROOMS	OBTAINED SCORE
1	Bathroom linen standardization.	NC	0
2	Tea /coffee making facility in the room.	C	100
3	Room history maintenance.	C	100
4	Table / wardrobe drawers in guest rooms.	C	100
5	Housekeeping - Machines.	NC	0
6	Housekeeping - Turndown service.	NC	0
7	Bathroom amenities for double occupancy rooms.	C	100
8	Suite bathroom amenities .	C	100
9	Magazines provided to guest rooms.	C	100
10	Laundry - garment finishing standards.	C	100
11	Carpets.	NC	0
12	Care and maintenance of runners.	C	100
13	Standardized in room items.	C	100
14	Sleep quality comfort.	NC	0
15	Specification of cleaning chemicals.	C	100
16	Standardized bed linen / mattress / foundation.	C	100
17	Standardization of par levels for room linen and table linen.	C	100
18	Measurable instruments for quality / standards measurements.	C	100
19	Guest-laundry pickup.	C	100

SNO	Linen and Laundry	Linen, Laundry & Guest Laundry	OBTAINED SCORE
1	Equipment, Preventive maintenance	C	100
2	Standardized chemicals	C	100
3	Sorting standards	C	100
4	Washing standards	C	100
5	Finishing standards	C	100
6	Stacking standards	C	100
7	Awareness of snow white initiatives	NC	0

8	Comfortable temperature in laundry	C	100
9	Safe work practices	C	100
10	Use of safety equipment	C	100
11	Quality of processed articles	C	100
12	Linen room stacking	C	100
13	Par stocks	C	100
14	Annual indent	C	100
15	Discards	C	100
16	Quality of uniforms	NC	0
17	Quality of linen	NC	0
18	Uniform calendar	C	100
19	Exchange timing	C	100
20	Uniform exchange system	C	100
21	Inventory of F&B Linen	C	100
22	Inventory of Room linen	C	100
23	Inventory of uniforms	C	100
24	Pick up collection standards	C	100
25	Sorting & Checking	C	100
26	Marking & Tagging	C	100
27	Processing	C	100
28	Finishing	C	100
29	Packing	C	100
30	Billing	C	100
31	Delivery	C	100
32	Condition of machines	C	100

SNO	Records	Records & Reports	OBTAINED SCORE
1	Guest supplies	C	100
2	Cleaning supplies	C	100
3	Linen	C	100
4	Uniforms	C	100
5	Lost and found records	NC	0
6	L&F issues to the claimant	NC	0
7	L&F storage	C	100
8	L&F Letters to guests	C	100
9	L&F Disposals	C	100
10	Room history	C	100
11	Duty roaster & allocation register	C	100
12	Attendance record	C	100
13	Log book messages and follow up	C	100
14	Occupancy report (Twice a day)	C	100
15	Under repair status	C	100
16	DND List	C	100
17	Property upkeep Report	C	100
18	Monthly meeting reports	C	100

SNO	Contractual Service	Contractual Service	OBTAINED SCORE
1	Schedule of treatment for rooms	C	100
2	Schedule of treatment for kitchen	C	100
3	Schedule of treatment for F&B outlets	C	100
4	Standards of chemicals	C	100
5	Staff uniform and grooming	C	100
6	Effectiveness	NC	0
7	Quality of flowers & flower vase	C	100
8	Costing	C	100
9	Skill knowledge	C	100
10	Maintenance of plants	C	100
11	Quality of landscaping	C	100
12	Overall impression	C	100
13	Periphery of the hotel	C	100

SNO	Rest Rooms	LADIES LOCKER	LOBBY GENTS REST ROOM	LOBBY LADIES REST ROOM	BANQUET GENTS REST ROOM	BANQUET LADIES REST ROOM	EXECUTIVES GENTS LOCKER	EXECUTIVES LADIES LOCKER	STAFF GENTS LOCKER	POOL SIDE MENS REST ROOM	POOL SIDE LADIES REST ROOM	BAR LADIES	BAR GENTS	GENTS TOILET	OBTAINED SCORE
1	Taps.	C	C	C	C	C	C	C	C	C	C	C	C	C	100
2	Maintenance.	C	NC	C	NC	NC	C	NC	C	NC	C	C	C	C	62
3	Smell.	C	C	C	C	C	NC	NC	C	NC	C	C	C	NC	69
4	Floor.	C	C	C	C	C	C	C	C	C	C	C	C	C	100
5	Tiles.	C	NC	C	C	C	C	C	C	C	C	C	NC	C	85
6	W/C	C	C	C	C	NC	C	C	C	C	C	C	C	C	92
7	Basin.	C	C	C	NC	NC	C	C	C	C	C	C	C	C	85
8	Mirror	C	C	C	C	C	C	C	NC	C	C	C	C	C	92
9	Soap /Supplies	C	C	C	C	C	C	C	C	C	C	C	C	C	100
10	Door /Walls / Ceiling	NC	NC	NC	NC	NC	C	NC	C	NC	NC	NC	C	NC	23
11	Exhaust	NC	C	C	C	NC	NC	NC	C	NC	C	C	C	NC	54
12	Urinal.	N/A	C	N/A	C	N/A	C	N/A	C	C	N/A	N/A	N/A	C	46
13	Mattress / Other things	NC	C	C	C	C	C	C	NC	NC	C	C	C	C	77