

Audit Report for Audit ID - AU0081-3

SNO	Public Area	CHAMBERS 2	CHAMBERS 3	OUT	CHANCERY	RESIDENCY	TULIPS	MUSTANG BAR	CONSULATE	LOBBY	OUT OF THE BOX	SENATE	CHAMBERS 1	OBTAINED SCORE
1	Lights / TV	NC	C	C	C	C	C	C	C	C	C	C	C	92
2	AC grills/Exhaust.	NC	C	C	C	C	NC	C	C	C	C	C	C	83
3	Walls.	C	C	C	C	C	C	C	C	NC	C	C	C	92
4	Paintings.	N/A	C	C	C	C	C	C	C	C	C	C	C	92
5	Panels.	C	C	C	C	C	NC	C	C	NC	C	C	C	83
6	Fabric.	C	C	C	C	C	C	C	C	C	C	C	C	100
7	Floor.	NC	C	NC	C	C	NC	C	C	C	C	C	NC	67
8	Dusting.	C	C	C	C	C	C	C	C	C	C	NC	C	92
9	Skirting.	C	C	C	C	C	C	C	C	C	C	C	NC	92
10	Furniture.	C	C	C	C	C	C	C	C	C	C	C	C	100
11	Upholstery.	C	C	C	C	C	C	C	C	C	C	C	C	100
12	Polishing.	C	C	C	C	C	C	C	C	C	C	C	C	100
13	Accessories.	C	C	C	C	C	C	C	C	C	C	C	C	100
14	Banquet/Tables.	C	C	C	C	C	C	C	C	C	C	C	C	100
15	Brass/Copper.	N/A	N/A	C	C	C	N/A	C	N/A	C	N/A	N/A	N/A	42
16	Window panes/Ledges.	C	C	C	C	C	C	C	C	C	C	C	C	100
17	Doors	C	C	C	C	NC	C	C	C	C	C	C	C	92
18	Signage's	C	C	C	C	C	C	C	C	C	C	C	C	100
19	Carpet.	N/A	N/A	N/A	N/A	NC	N/A	N/A	N/A	C	N/A	N/A	N/A	8
20	Ceiling.	C	C	C	C	C	NC	C	C	NC	C	NC	C	75

SNO	Floors - Guest Rooms	210	Floors	204	104	301	110	303	126	361	142	354	147	332	154	234	258	231	260	243	247	262	OBTAINED SCORE
1	TIDINESS.	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
2	FURNITURE.	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
3	GUEST BATHROOMS.	C	C	C	C	NC	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	95
4	FLOORS.	C	C	NC	NC	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	90
5	BATHTUB \ WC.	C	C	C	C	C	C	NC	C	C	C	C	NC	C	C	C	C	C	C	C	C	C	90
6	WASHBASIN \ COUNTER	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
7	MIRRORS.	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
8	DUSTING.	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
9	MAINTENANCE.	NC	C	NC	C	C	NC	NC	NC	C	C	NC	C	C	NC	NC	C	NC	C	C	C	C	57
10	SUPP \ STATIONERY \ BATH LINEN	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
11	Ceiling	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
12	Walls/ Photo Frames	C	C	C	C	C	C	C	C	NC	C	C	C	NC	C	C	C	C	C	C	C	C	90
13	Floor	C	C	C	C	C	C	C	C	NC	C	C	C	C	C	C	C	C	C	C	C	C	95
14	WINDOW PANE \ LEDGES	C	C	C	C	C	C	C	C	NC	C	NC	C	C	C	C	C	C	C	C	C	C	90
15	BED LINEN.	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
16	UPHOLSTRY \ CURTAINS	NC	C	C	C	C	NC	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	90
17	TV \ TEL \ AC.	C	C	C	C	NC	C	NC	C	C	C	NC	C	C	C	C	C	C	C	C	C	C	86
18	SUPP \ STATIONERY.	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100
19	MAINTENANCE	C	C	C	C	C	C	NC	C	NC	C	C	C	NC	NC	C	C	C	C	C	C	C	81
20	DUSTING	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	100

SNO	Gloss Level	Marble Floor	OBTAINED SCORE	
1	Senate	C	100	
2	Prefunction of Residency	NC	0	
3	Gardenia entrance	NC	C	NC 33

4	Tulips	NC	0
5	Lobby Gents rest room	C	100
6	Lobby Ladies rest room	C	100
7	Banquets Gents rest room	C	100
8	Banquets Ladies rest room	C	100
9	Lobby	NC	0
10	Reception.	NC	0
11	Travel desk.	NC	0
12	OUT Entrance.	C	100
13	Bell Desk	NC	0
14	Lobby lounge	C	100
15	Lobby Entrance	C	100
16	Guest elevator opposite	C	100
17	Opposite to banquet office	NC	0

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.	C	100
6	Housekeeping - Turndown service.	C	100
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.	C	100
12	Care and maintenance of runners.	N/A	0
13	Standardized in room items.	C	100
14	Sleep quality comfort.	C	100
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	Linen room stacking	C	100
2	Par stocks	NC	0
3	Annual indent	C	100
4	Discards	C	100
5	Quality of uniforms	NC	0
6	Quality of linen	C	100
7	Uniform calendar	C	100

8	Exchange timing	C	100
9	Uniform exchange system	C	100
10	Inventory of F&B Linen	C	100
11	Inventory of Room linen	C	100
12	Inventory of uniforms	C	100
13	Pick up collection standards	C	100
14	Sorting & Checking	C	100
15	Marking & Tagging	C	100
16	Processing	N/A	0
17	Finishing	C	100
18	Packing	C	100
19	Billing	C	100
20	Delivery	C	100
21	Condition of machines	N/A	0
22	Equipment, Preventive maintenance	N/A	0
23	Standardized chemicals	N/A	0
24	Sorting standards	N/A	0
25	Washing standards	C	100
26	Finishing standards	NC	0
27	Stacking standards	C	100
28	Awareness of snow white initiatives	C	100
29	Comfortable temperature in laundry	N/A	0
30	Safe work practices	N/A	0
31	Use of safety equipment	N/A	0
32	Quality of processed articles	N/A	0

SNO	Records	Records & Reports	OBTAINED SCORE
1	Guest supplies	NC	0
2	Cleaning supplies	C	100
3	Linen	C	100
4	Uniforms	C	100
5	Lost and found records	C	100
6	L&F issues to the claimant	C	100
7	L&F storage	C	100
8	L&F Letters to guests	N/A	0
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	C	100
7	Quality of flowers & flower vase	C	100
8	Costing	C	100
9	Skill knowledge	C	100
10	Maintenance of plants	NC	0
11	Quality of landscaping	NC	0
12	Overall impression	NC	0
13	Periphery of the hotel	NC	0

SNO	Rest Rooms	LADIES LOCKER	LOBBY GENTS REST ROOM	LOBBY LADIES REST ROOM	BANQUET GENTS REST ROOM	BANQUET LADIES REST ROOM	EXECUTIVES GENTS LOCKER	CHANCERY GENTS	OTB LADIES REST ROOM	OTB GENTS REST ROOM	STAFF GENTS LOCKER	CHANCERY LADIES	GENTS TOILET	OBTAINED SCORE
1	Taps.	C	C	C	C	C	C	C	C	C	C	C	C	100
2	Maintenance.	C	C	C	C	NC	C	C	C	C	C	C	C	92
3	Smell.	C	C	C	C	C	C	C	C	C	C	C	NC	92
4	Floor.	C	C	C	C	C	C	C	C	C	C	C	C	100
5	Tiles.	C	C	C	C	C	C	C	C	C	C	C	C	100
6	W/C	C	C	C	C	C	C	C	C	C	C	C	C	100
7	Basin.	C	C	C	C	C	C	C	C	C	C	C	C	100
8	Mirror	C	C	C	C	C	C	C	C	C	C	C	C	100
9	Soap /Supplies	C	C	C	C	C	C	C	C	C	C	C	C	100
10	Door /Walls / Ceiling	C	C	C	C	C	C	C	C	C	C	C	C	100
11	Exhaust	C	C	C	C	C	C	C	C	C	C	C	C	100
12	Urinal.	N/A	C	N/A	C	N/A	C	N/A	N/A	C	N/A	N/A	C	42
13	Mattress / Other things	C	N/A	N/A	N/A	N/A	C	N/A	N/A	N/A	C	N/A	C	33