

Audit Report for Audit ID - AU0047-1

Housekeeping Audit

Audit Score









66/100

Details

Audit	AU0047
Scheduled Audit	AU0047-1
Location	Hyderabad
Hotel	GreenPark Hotel- GPH
Department	House Keeping
Checklist	Housekeeping Audit
Audit Type	Internal
Auditor	Mr Uday Bhasker Reddy
Start Date	01-08-2017
End Date	30-08-2017
Submitted Date	03-02-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	277
Chronic Issues	2

Comparison

GREENPARK HOTEL- GPH HOUSEKEEPING AUDIT

HOUSEKEEPING AUDIT		Feb 2018	VARIANCE	% of Increase / Decrease (- / +)
S.No	Sections	SCORE OBTAINED		
1	Public Area	 78	-	-
2	Procedures	 62	-	-
3	Rest Rooms	 63	-	-
4	Gloss Level	 59	-	-
5	Linen and Laundry	 72	-	-
6	Contractual Service	 69	-	-
7	Records	 67	-	-
8	Floors - Guest Rooms	 62	-	-

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

Audit Questionnaire

Section: Public Area

Subsection: LOBBY

- 1: Doors
☒ Yes
- 2: Signage's
☒ Yes
- 3: Carpet.
☒ Not Applicable
- 4: Ceiling. **NC**
☒ No
- 5: Lights / TV
☒ Yes
- 6: AC grills/Exhaust. **NC**
☒ No
- 7: Walls. **NC**
☒ No
- 8: Paintings.
☒ Yes
- 9: Panels.
☒ Yes
- 10: Fabric.
☒ Yes
- 11: Floor. **NC**
☒ No
- 12: Dusting.
☒ Yes
- 13: Skirting.
☒ Yes
- 14: Furniture. **NC**
☒ No
- 15: Upholstery. **NC**
☒ No

16: Polishing.

☒ Yes

17: Accessories. **NC**

☒ No

18: Banquet/Tables.

☒ Yes

19: Brass/Copper. **NC**

☒ No

20: Window panes/Ledges. **NC**

☒ No

Section: Public Area

Subsection: OUT

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.

☒ Yes

9: Panels.

☒ Yes

10: Fabric. **NC**

☒ No

11: Floor. **NC**

☒ No

- 12: Dusting.
☒ Yes
- 13: Skirting.
☒ Yes
- 14: Furniture.
☒ Yes
- 15: Upholstery.
☒ Yes
- 16: Polishing.
☒ Yes
- 17: Accessories. **NC**
☒ No
- 18: Banquet/Tables.
☒ Yes
- 19: Brass/Copper.
☒ Yes
- 20: Window panes/Ledges.
☒ Yes

Section: Public Area**Subsection:** CHANCERY

- 1: Doors **NC**
☒ No
- 2: Signage's
☒ Yes
- 3: Carpet.
☒ Not Applicable
- 4: Ceiling. **NC**
☒ No
- 5: Lights / TV
☒ Yes
- 6: AC grills/Exhaust.
☒ Yes
- 7: Walls. **NC**
☒ No

8: Paintings.

☒ Yes

9: Panels.

☒ Yes

10: Fabric.

☒ Yes

11: Floor. **NC**

☒ No

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: RESIDENCY

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.
☒ Yes
- 9: Panels. **NC**
☒ No
- 10: Fabric. **NC**
☒ No
- 11: Floor.
☒ Yes
- 12: Dusting. **NC**
☒ No
- 13: Skirting.
☒ Yes
- 14: Furniture.
☒ Yes
- 15: Upholstery.
☒ Yes
- 16: Polishing.
☒ Yes
- 17: Accessories. **NC**
☒ No
- 18: Banquet/Tables.
☒ Yes
- 19: Brass/Copper.
☒ Yes
- 20: Window panes/Ledges.
☒ Yes

Section: Public Area**Subsection: TULIPS**1: Doors **NC**☐ No2: Signage's **NC**☐ No

3: Carpet.

☒ Not Applicable

4: Ceiling.

☒ Not Applicable

5: Lights / TV

☒ Yes

6: AC grills/Exhaust.

☒ Yes7: Walls. **NC**☐ No

8: Paintings.

☒ Yes9: Panels. **NC**☐ No

10: Fabric.

☒ Yes11: Floor. **NC**☐ No

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: MUSTANG BAR

1: Doors

☒ Yes

2: Signage's

☒ Yes

3: Carpet.

☒ Not Applicable

4: Ceiling.

☒ Yes

5: Lights / TV

☒ Yes

6: AC grills/Exhaust. **NC**

☒ No

7: Walls. **NC**

☒ No

8: Paintings.

☒ Yes

9: Panels.

☒ Yes

10: Fabric.

☒ Yes

11: Floor.

☒ Yes

12: Dusting.

☒ Not Applicable

- 13: Skirting.
☒ Yes
- 14: Furniture.
☒ Yes
- 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:** CONSULATE

- 1: Doors **NC**
☒ No
- 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. **NC**

☐ No

11: Floor. **NC**

☐ No

12: Dusting.

☒ Not Applicable

13: Skirting.

☒ Yes

14: Furniture.

☒ Yes

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: OUT OF THE BOX

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.
☒ Yes
- 9: Panels.
☒ Yes
- 10: Fabric.
☒ Yes
- 11: Floor. **NC**
☒ No
- 12: Dusting.
☒ Yes
- 13: Skirting. **NC**
☒ No
- 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
☒ 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.
☒ Yes
- 9: Panels.
☒ Yes
- 10: Fabric.
☒ Yes
- 11: Floor. **NC**
☒ No
- 12: Dusting.
☒ Not Applicable
- 13: Skirting.
☒ Yes
- 14: Furniture.
☒ Yes
- 15: Upholstery.
☒ Yes
- 16: Polishing.
☒ Yes
- 17: Accessories. **NC**
☒ No

18: Banquet/Tables.

☒ Yes

19: Brass/Copper.

☒ Yes

20: Window panes/Ledges.

☒ Yes

Section: Procedures

Subsection: GUEST ROOMS

1: Bathroom linen standardization. **NC**

Rating: 5

2: Tea /coffee making facility in the room. **NC**

Rating: 6

3: Room history maintenance.

Rating: 10

4: Table / wardrobe drawers in guest rooms.

Rating: 10

5: Housekeeping - Machines. **NC**

Rating: 6

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: 0

12: Care and maintenance of runners.

Rating: 10

13: Standardized in room items. **NC**

Rating: 0

14: Sleep quality comfort.

Rating: 10

15: Specification of cleaning chemicals. **NC**

Rating: 0

16: Standardized bed linen / mattress / foundation. **NC**

Rating: 0

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

Rating: 0

18: Measurable instruments for quality / standards measurements. **NC**

Rating: 0

19: Guest-laundry pickup.

Rating: 10

Section: Rest Rooms

Subsection: GENTS TOILET

1: Taps. **NC**

☒ No

2: Maintenance. **NC**

☒ No

3: Smell. **NC**

☒ No

4: Floor. **NC**

☒ No

5: Tiles. **NC**

☒ No

6: W/C

☒ Yes

7: Basin. **NC**

☒ No

8: Mirror **NC**

☒ No

9: Soap /Supplies **NC**

☒ No

10: Door /Walls / Ceiling

☒ Yes

11: Exhaust

☒ Yes

12: Urinal.

☒ Yes

13: Mattress / Other yhings

☒ Not Applicable

Section: Rest Rooms

Subsection: LADIES LOCKER

1: Taps.

☒ Yes

2: Maintenance. **NC**

☒ No

3: Smell.

☒ Yes

4: Floor. **NC**

☒ No

5: Tiles. **NC**

☒ No

6: W/C

☒ Yes

7: Basin.

☒ Yes

8: Mirror **NC**

☒ No

9: Soap /Supplies

☒ Yes

10: Door /Walls / Ceiling

☒ Yes

11: Exhaust **NC**

☒ No

12: Urinal.

☒ Not Applicable

13: Mattress / Other yhings

☒ Not Applicable

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

- 1: Taps.
☒ Yes
- 2: Maintenance. **NC**
☒ No
- 3: Smell. **NC**
☒ No
- 4: Floor.
☒ Yes
- 5: Tiles. **NC**
☒ No
- 6: W/C
☒ Yes
- 7: Basin.
☒ Yes
- 8: Mirror
☒ Yes
- 9: Soap /Supplies
☒ Yes
- 10: Door /Walls / Ceiling
☒ Yes
- 11: Exhaust
☒ Yes
- 12: Urinal.
☒ Yes
- 13: Mattress / Other yhings
☒ Not Applicable

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

- 1: Taps.
☒ Yes
- 2: Maintenance. **NC**
☒ No

3: Smell.

☒ Yes

4: Floor.

☒ Yes

5: Tiles.

☒ Yes

6: W/C **NC**

☒ No

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 yhings

☒ Not Applicable

Section: Rest Rooms

Subsection: BANQUET GENTS REST ROOM

1: Taps. **NC**

☒ No

2: Maintenance. **NC**

☒ No

3: Smell.

☒ Yes

4: Floor.

☒ Yes

5: Tiles.

☒ Yes

6: W/C **NC**

☐ No

7: Basin.

☐ Yes

8: Mirror

☐ Yes

9: Soap /Supplies

☐ Yes

10: Door /Walls / Ceiling

☐ Yes

11: Exhaust

☐ Yes

12: Urinal.

☐ Yes

13: Mattress / Other yhings

☒ Not Applicable

Section: Rest Rooms

Subsection: BANQUET LADIES REST ROOM

1: Taps. **NC**

☐ No

2: Maintenance.

☐ Yes

3: Smell. **NC**

☐ No

4: Floor.

☐ Yes

5: Tiles.

☐ Yes

6: W/C **NC**

☐ No

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 yhings
☒ Not Applicable

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

- 1: Taps. **NC**
☒ No
- 2: Maintenance. **NC**
☒ No
- 3: Smell.
☒ Yes
- 4: Floor.
☒ Yes
- 5: Tiles. **NC**
☒ No
- 6: W/C
☒ Yes
- 7: Basin.
☒ Yes
- 8: Mirror
☒ Yes
- 9: Soap /Supplies **NC**
☒ No
- 10: Door /Walls / Ceiling **NC**
☒ No
- 11: Exhaust
☒ Yes

12: Urinal.

☒ Yes

13: Mattress / Other yhings

☒ Not Applicable

Section: Rest Rooms

Subsection: CHANCERY GENTS

1: Taps. **NC**

☒ No

2: Maintenance.

☒ Yes

3: Smell.

☒ Yes

4: Floor. **NC**

☒ No

5: Tiles.

☒ Yes

6: W/C **NC**

☒ No

7: Basin. **NC**

☒ No

8: Mirror **NC**

☒ No

9: Soap /Supplies

☒ Yes

10: Door /Walls / Ceiling

☒ Yes

11: Exhaust **NC**

☒ No

12: Urinal.

☒ Not Applicable

13: Mattress / Other yhings **NC**

☒ No

Section: Rest Rooms

Subsection: OTB LADIES REST ROOM

1: Taps.

☒ Yes

2: Maintenance.

☒ Yes

3: Smell. **NC**

☒ No

4: Floor.

☒ Yes

5: Tiles.

☒ Yes

6: W/C

☒ Yes

7: Basin.

☒ Yes

8: Mirror

☒ Yes

9: Soap /Supplies **NC**

☒ No

10: Door /Walls / Ceiling

☒ Yes

11: Exhaust **NC**

☒ No

12: Urinal.

☒ Not Applicable

13: Mattress / Other yhings **NC**

☒ No

Section: Rest Rooms

Subsection: OTB GENTS REST ROOM

1: Taps.

☒ Yes

2: Maintenance.

☒ Yes

3: Smell. **NC**

☒ No

4: Floor.

☒ Yes

5: Tiles.

☒ Yes

6: W/C

☒ Yes

7: Basin.

☒ Yes

8: Mirror

☒ Yes

9: Soap /Supplies

☒ Yes10: Door /Walls / Ceiling **NC**☒ No

11: Exhaust

☒ Yes12: Urinal. **NC**☒ No

13: Mattress / Other yhings

☒ Not Applicable**Section:** Floors - Guest Rooms**Subsection:** 251

1: Ceiling

☒ Yes

2: Walls/ Photo Frames

☒ Yes

3: Floor

☒ Yes

4: WINDOW PANE \ LEDGES

☒ Yes

5: BED LINEN.

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

7: TV \ TEL \ AC. **NC**

☐ No

8: SUPP \ STATIONERY. **NC**

☐ No

9: MAINTENANCE

☒ Yes

10: DUSTING

☒ Yes

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS.

☒ Yes

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: 335

1: Ceiling

☒ Yes

2: Walls/ Photo Frames **NC**

☐ No

- 3: Floor **NC**
☐ No
- 4: WINDOW PANE \ LEDGES **NC**
☐ No
- 5: BED LINEN. **NC**
☐ No
- 6: UPHOLSTRY \ CURTAINS **NC**
☐ No
- 7: TV \ TEL \ AC.
☐ Yes
- 8: SUPP \ STATIONERY.
☐ Yes
- 9: MAINTENANCE **NC**
☐ No
- 10: DUSTING **NC**
☐ No
- 11: TIDINESS.
☐ Yes
- 12: FURNITURE.
☐ Yes
- 13: GUEST BATHROOMS. **NC**
☐ No
- 14: FLOORS. **NC**
☐ No
- 15: BATHTUB \ WC. **NC**
☐ No
- 16: WASHBASIN \ COUNTER **NC**
☐ No
- 17: MIRRORS.
☐ Yes
- 18: DUSTING.
☐ Yes
- 19: MAINTENANCE.

☒ Not Applicable

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

☐ No

Section: Floors - Guest Rooms

Subsection: 337

1: Ceiling

☐ Yes

2: Walls/ Photo Frames **NC**

☐ No

3: Floor

☐ Yes

4: WINDOW PANE \ LEDGES **NC**

☐ No

5: BED LINEN. **NC**

☐ No

6: UPHOLSTRY \ CURTAINS **NC**

☐ No

7: TV \ TEL \ AC. **NC**

☐ No

8: SUPP \ STATIONERY.

☐ Yes

9: MAINTENANCE

☐ Yes

10: DUSTING **NC**

☐ No

11: TIDINESS.

☐ Yes

12: FURNITURE. **NC**

☐ No

13: GUEST BATHROOMS. **NC**

☐ No

14: FLOORS. **NC**

☐ No

15: BATHTUB \ WC. **NC**

☐ No

16: WASHBASIN \ COUNTER

☐ Yes

17: MIRRORS. **NC**

☐ No

18: DUSTING.

☐ Yes

19: MAINTENANCE. **NC**

☐ No

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

☐ No

Section: Floors - Guest Rooms

Subsection: 338

1: Ceiling

☐ Yes

2: Walls/ Photo Frames **NC**

☐ No

3: Floor **NC**

☐ No

4: WINDOW PANE \ LEDGES **NC**

☐ No

5: BED LINEN. **NC**

☐ No

6: UPHOLSTRY \ CURTAINS **NC**

☐ No

7: TV \ TEL \ AC. **NC**

☐ No

8: SUPP \ STATIONERY.

☐ Yes

9: MAINTENANCE **NC**

☐ No

10: DUSTING **NC**

☐ No

11: TIDINESS. **NC**☐ No12: FURNITURE. **NC**☐ No13: GUEST BATHROOMS. **NC**☐ No14: FLOORS. **NC**☐ No

15: BATHTUB \ WC.

☐ Yes

16: WASHBASIN \ COUNTER

☐ Yes

17: MIRRORS.

☐ Yes

18: DUSTING.

☐ Yes

19: MAINTENANCE.

☒ Not Applicable

20: SUPP \ STATIONERY \ BATH LINEN

☐ Yes**Section:** Floors - Guest Rooms**Subsection:** 3471: Ceiling **NC**☐ No2: Walls/ Photo Frames **NC**☐ No3: Floor **NC**☐ No4: WINDOW PANE \ LEDGES **NC**☐ No5: BED LINEN. **NC**☐ No6: UPHOLSTRY \ CURTAINS **NC**☐ No

7: TV \ TEL \ AC. **NC**

☐ No

8: SUPP \ STATIONERY. **NC**

☐ No

9: MAINTENANCE **NC**

☐ No

10: DUSTING **NC**

☐ No

11: TIDINESS.

☐ Yes

12: FURNITURE.

☐ Yes

13: GUEST BATHROOMS. **NC**

☐ No

14: FLOORS. **NC**

☐ No

15: BATHTUB \ WC. **NC**

☐ No

16: WASHBASIN \ COUNTER **NC**

☐ No

17: MIRRORS.

☐ Yes

18: DUSTING.

☐ Yes

19: MAINTENANCE.

☐ Yes

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

☐ No

Section: Floors - Guest Rooms

Subsection: 339

1: Ceiling

☐ Yes

2: Walls/ Photo Frames **NC**

☐ No

- 3: Floor **NC**
☐ No
- 4: WINDOW PANE \ LEDGES **NC**
☐ No
- 5: BED LINEN. **NC**
☐ No
- 6: UPHOLSTRY \ CURTAINS **NC**
☐ No
- 7: TV \ TEL \ AC. **NC**
☐ No
- 8: SUPP \ STATIONERY. **NC**
☐ No
- 9: MAINTENANCE
☐ Yes
- 10: DUSTING **NC**
☐ No
- 11: TIDINESS.
☐ Yes
- 12: FURNITURE.
☐ Yes
- 13: GUEST BATHROOMS. **NC**
☐ No
- 14: FLOORS.
☐ Yes
- 15: BATHTUB \ WC. **NC**
☐ No
- 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: 313

1: Ceiling

☒ Yes

2: Walls/ Photo Frames **NC**

☒ No

3: Floor **NC**

☒ No

4: WINDOW PANE \ LEDGES **NC**

☒ No

5: BED LINEN.

☒ Yes

6: UPHOLSTRY \ CURTAINS **NC**

☒ No

7: TV \ TEL \ AC. **NC**

☒ No

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE **NC**

☒ No

10: DUSTING **NC**

☒ No

11: TIDINESS.

☒ Yes

12: FURNITURE. **NC**

☒ No

13: GUEST BATHROOMS. **NC**

☒ No

14: FLOORS.

☒ Yes

15: BATHTUB \ WC. **NC**

☐ No

16: WASHBASIN \ COUNTER **NC**

☐ No

17: MIRRORS.

☐ Yes

18: DUSTING.

☐ Yes

19: MAINTENANCE.

☐ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☐ Yes

Section: Floors - Guest Rooms

Subsection: 311

1: Ceiling

☐ Yes

2: Walls/ Photo Frames

☐ Yes

3: Floor **NC**

☐ No

4: WINDOW PANE \ LEDGES

☐ Yes

5: BED LINEN.

☐ Yes

6: UPHOLSTRY \ CURTAINS **NC**

☐ No

7: TV \ TEL \ AC. **NC**

☐ No

8: SUPP \ STATIONERY. **NC**

☐ No

9: MAINTENANCE

☐ Yes

10: DUSTING **NC**

☐ No

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS. **NC**

☒ No

14: FLOORS. **NC**

☒ No

15: BATHTUB \ WC. **NC**

☒ No

16: WASHBASIN \ COUNTER

☒ Yes

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

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

☒ No

Section: Floors - Guest Rooms

Subsection: 326

1: Ceiling

☒ Yes

2: Walls/ Photo Frames **NC**

☒ No

3: Floor

☒ Yes

4: WINDOW PANE \ LEDGES **NC**

☒ No

5: BED LINEN. **NC**

☒ No

6: UPHOLSTRY \ CURTAINS **NC**

☒ No

7: TV \ TEL \ AC. **NC**

☐ No

8: SUPP \ STATIONERY. **NC**

☐ No

9: MAINTENANCE **NC**

☐ No

10: DUSTING

☐ Yes

11: TIDINESS.

☐ Yes

12: FURNITURE.

☐ Yes

13: GUEST BATHROOMS.

☐ Yes

14: FLOORS.

☐ Yes

15: BATHTUB \ WC. **NC**

☐ No

16: WASHBASIN \ COUNTER **NC**

☐ No

17: MIRRORS.

☐ Yes

18: DUSTING.

☐ Yes

19: MAINTENANCE.

☐ Yes

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

☐ No

Section: Floors - Guest Rooms

Subsection: 256

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
- 7: TV \ TEL \ AC. **NC**
☒ No
- 8: SUPP \ STATIONERY.
☒ Yes
- 9: MAINTENANCE **NC**
☒ No
- 10: DUSTING **NC**
☒ No
- 11: TIDINESS. **NC**
☒ No
- 12: FURNITURE. **NC**
☒ No
- 13: GUEST BATHROOMS.
☒ Yes
- 14: FLOORS.
☒ Yes
- 15: BATHTUB \ WC. **NC**
☒ No
- 16: WASHBASIN \ COUNTER
☒ Yes
- 17: MIRRORS.
☒ Yes
- 18: DUSTING.
☒ Yes
- 19: MAINTENANCE.
☒ Yes

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

☐ No

Section: Floors - Guest Rooms

Subsection: 258

1: Ceiling

☐ Yes

2: Walls/ Photo Frames

☐ Yes

3: Floor **NC**

☐ No

4: WINDOW PANE \ LEDGES

☐ Yes

5: BED LINEN. **NC**

☐ No

6: UPHOLSTRY \ CURTAINS

☐ Yes

7: TV \ TEL \ AC. **NC**

☐ No

8: SUPP \ STATIONERY.

☐ Yes

9: MAINTENANCE **NC**

☐ No

10: DUSTING **NC**

☐ No

11: TIDINESS. **NC**

☐ No

12: FURNITURE. **NC**

☐ No

13: GUEST BATHROOMS.

☐ Yes

14: FLOORS.

☐ Yes

15: BATHTUB \ WC.

☐ Yes

16: WASHBASIN \ COUNTER

☒ Yes

17: MIRRORS. **NC**

☐ No

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

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

☐ No

Section: Floors - Guest Rooms

Subsection: 260

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

7: TV \ TEL \ AC. **NC**

☐ No

8: SUPP \ STATIONERY. **NC**

☐ No

9: MAINTENANCE **NC**

☐ No

10: DUSTING

☒ Yes

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS.

☒ Yes

14: FLOORS.

☒ Yes

15: BATHTUB \ WC. **NC**

☒ No

16: WASHBASIN \ COUNTER **NC**

☒ No

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE. **NC**

☒ No

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 232

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

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE

☒ Yes

10: DUSTING

☒ Yes

11: TIDINESS. **NC**

☒ No

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS.

☒ Yes

14: FLOORS.

☒ Yes

15: BATHTUB \ WC. **NC**

☒ No

16: WASHBASIN \ COUNTER

☒ Yes

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

20: SUPP \ STATIONERY \ BATH LINEN

☒ Yes

Section: Floors - Guest Rooms

Subsection: 138

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
- 7: TV \ TEL \ AC.
☒ Yes
- 8: SUPP \ STATIONERY.
☒ Yes
- 9: MAINTENANCE **NC**
☒ No
- 10: DUSTING **NC**
☒ No
- 11: TIDINESS. **NC**
☒ No
- 12: FURNITURE.
☒ Yes
- 13: GUEST BATHROOMS. **NC**
☒ No
- 14: FLOORS.
☒ Yes
- 15: BATHTUB \ WC. **NC**
☒ No
- 16: WASHBASIN \ COUNTER **NC**
☒ No
- 17: MIRRORS.
☒ Yes
- 18: DUSTING.
☒ Yes
- 19: MAINTENANCE.
☒ Yes
- 20: SUPP \ STATIONERY \ BATH LINEN
☒ Yes

Section: Floors - Guest Rooms**Subsection:** 140

- 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
- 11: TIDINESS.
☒ Yes
- 12: FURNITURE.
☒ Yes
- 13: GUEST BATHROOMS.
☒ Yes
- 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

Section: Floors - Guest Rooms

Subsection: 143

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

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE

☒ Yes

10: DUSTING

☒ Yes

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS.

☒ Yes

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: 147

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. **NC**

☒ No

13: GUEST BATHROOMS.

☒ Yes

14: FLOORS.

☒ Yes

15: BATHTUB \ WC.

☒ Yes

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: 262

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
- 7: TV \ TEL \ AC. **NC**
☒ No
- 8: SUPP \ STATIONERY.
☒ Yes
- 9: MAINTENANCE
☒ Yes
- 10: DUSTING **NC**
☒ No
- 11: TIDINESS.
☒ Yes
- 12: FURNITURE.
☒ Yes
- 13: GUEST BATHROOMS.
☒ Yes
- 14: FLOORS.
☒ Yes
- 15: BATHTUB \ WC.
☒ Yes
- 16: WASHBASIN \ COUNTER
☒ Yes
- 17: MIRRORS.
☒ Yes
- 18: DUSTING.
☒ Yes
- 19: MAINTENANCE. **NC**
☒ No
- 20: SUPP \ STATIONERY \ BATH LINEN **NC**
☒ No

Section: Floors - Guest Rooms

Subsection: 261

- 1: Ceiling **NC**
☐ No
- 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. **NC**
☐ No
- 9: MAINTENANCE
☐ Yes
- 10: DUSTING **NC**
☐ No
- 11: TIDINESS.
☐ Yes
- 12: FURNITURE.
☐ Yes
- 13: GUEST BATHROOMS. **NC**
☐ No
- 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: 141

1: Ceiling

☒ Yes

2: Walls/ Photo Frames **NC**

☒ No

3: Floor **NC**

☒ No

4: WINDOW PANE \ LEDGES

☒ Yes

5: BED LINEN. **NC**

☒ No

6: UPHOLSTRY \ CURTAINS **NC**

☒ No

7: TV \ TEL \ AC.

☒ Yes

8: SUPP \ STATIONERY.

☒ Yes

9: MAINTENANCE **NC**

☒ No

10: DUSTING **NC**

☒ No

11: TIDINESS.

☒ Yes

12: FURNITURE.

☒ Yes

13: GUEST BATHROOMS.

☒ Yes

14: FLOORS.

☒ Yes

15: BATHTUB \ WC. **NC**

☒ No

16: WASHBASIN \ COUNTER **NC**

☒ No

17: MIRRORS.

☒ Yes

18: DUSTING.

☒ Yes

19: MAINTENANCE.

☒ Yes

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

☒ No

Section: Gloss Level

Subsection: Marble Floor

1: Lobby **NC**

Rating: 4

2: Reception. **NC**

Rating: 6

3: Travel desk. **NC**

Rating: 7

4: OUT Entrance.

Rating: 8

5: Bell Desk **NC**

Rating: 3

6: Lobby lounge **NC**

Rating: 6

7: Lobby Entrance **NC**

Rating: 5

8: Guest elevator opposite

Rating: 8

9: Opposite to banquet office **NC**

Rating: 5

- 10: Gardenia entrance **NC**
Rating: 6
- 11: Senate **NC**
Rating: 4
- 12: Prefunction of Residency **NC**
Rating: 7
- 13: Gardenia entrance **NC**
Rating: 6
- 14: Tulips **NC**
Rating: 4
- 15: Lobby Gents rest room **NC**
Rating: 7
- 16: Lobby Ladies rest room
Rating: 8
- 17: Banquets Gents rest room **NC**
Rating: 7
- 18: Banquets Ladies rest room **NC**
Rating: 6
- 19: Gardenia entrance **NC**
Rating: 6

Section: Linen and Laundry

Subsection: Linen, Laundry & Guest Laundry

- 1: Linen room stacking **NC**
Rating: 6
- 2: Par stocks **NC**
Rating: 6
- 3: Annual indent **NC**
Rating: 6
- 4: Discards **NC**
Rating: 0
- 5: Quality of uniforms **NC**
Rating: 2
- 6: Quality of linen **NC**
Rating: 4

- 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
☒ Not Applicable
- 22: Equipment, Preventive maintenance
☒ Not Applicable
- 23: Standardized chemicals
☒ Not Applicable

- 24: Sorting standards
☒ Not Applicable
- 25: Washing standards
☒ Not Applicable
- 26: Finishing standards
☒ Not Applicable
- 27: Stacking standards
☒ Not Applicable
- 28: Awareness of snow white initiatives
☒ Not Applicable
- 29: Comfortable temperature in laundry
☒ Not Applicable
- 30: Safe work practices
☒ Not Applicable
- 31: Use of safety equipment
☒ Not Applicable
- 32: Quality of processed articles
☒ Not Applicable

Section: Contractual Service**Subsection:** Contractual Service

- 1: Schedule of treatment for rooms **NC**
Rating: 0
- 2: Schedule of treatment for kitchen **NC**
Rating: 6
- 3: Schedule of treatment for F&B outlets **NC**
Rating: 6
- 4: Standards of chemicals
Rating: 10
- 5: Staff uniform and grooming
Rating: 10
- 6: Effectiveness
Rating: 10
- 7: Quality of flowers & flower vase **NC**
Rating: 0

- 8: Costing
Rating: 10
- 9: Skill knowledge
Rating: 8
- 10: Maintenance of plants **NC**
Rating: 5
- 11: Quality of landscaping **NC**
Rating: 5
- 12: Overall impression
Rating: 10
- 13: Periphery of the hotel
Rating: 10

Section: Records**Subsection:** Records & Reports

- 1: Guest supplies
Rating: 10
- 2: Cleaning supplies
Rating: 10
- 3: Linen **NC**
Rating: 0
- 4: Uniforms **NC**
Rating: 0
- 5: Lost and found records
Rating: 10
- 6: L&F issues to the claimant
Rating: 10
- 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 **NC**
Rating: 0
- 12: Departure record
Rating: 10
- 13: Log book messages and follow up **NC**
Rating: 0
- 14: Occupancy report (Twice a day)
Rating: 10
- 15: Under repair status
Rating: 10
- 16: DND List
Rating: 10
- 17: Property upkeep Report **NC**
Rating: 0
- 18: Monthly meeting reports **NC**
Rating: 0