Making Audit Standards come Alive SOP

Requirement: Audit Standards Photo SOP made for the Hotel as per the specification of CHPL, Hard copies preferably made Department wise and handed over to Heads of Department by General Manager

Reference – ASICS Sheet, Follow up

Process:

a) A CD of pictorial representation of audit standards will be sent to the GM / VP / Unit Head of all the properties
b) The Corporate Training will acquaint the Head of the Department with the Standards in the CD
c) A hard copy of the slides department wise will be made available by the GM for all the Heads of Department, either a print out or photocopies
d) Every week each employee will be shown, explained & trained with the standards at least once by the Head of the Department
e) Audit Standards Implementation Control Sheet which would have signature of employee signifying he/she is trained & signature of HOD will be handed over to the GM who will ensure that the standards are focused on and adhered to every week through the sheet
f) A weekly report of the same to be sent by the HOD to the GM
g) The GM will ratify the document for front office, housekeeping & food & beverage
h) The ratified document will be scanned email/couriered 30th / 31st last day of every month to GM – HR with a copy to Resource Centre

i) This process will follow till the next External Mystery Audit