



Detailed Non-Compliant Report

Property Information	Form Information
HOLIDEX Code: DUBHI	Form Name: AMEA - Holiday Inn - Standards Evaluation - 2017 (ARE)
Property: HOLI-Dubai - Al Barsha-DUBHI	Type: Standards Evaluation
Address: Sheikh Zayed Road, Al Barsha 1	Start Date: 12 Jun 2017 09:26 AM
Address 2: PO Box 115443	End Date: 13 Jun 2017 03:18 PM
City/State/Zip: Dubai, UNITED ARAB EMIRATES	Auditor Name: Benjamin Grellier
Phone #: 971 43234333	Hotel Contact: Vincent D'Souza
	Email: vincent@hialbarsha.com

The hotel needs to receive a score of at least 85% for each category to pass the Standards Evaluation 2016.

Results


All non-compliant items need to be **updated** in the Management Action Plan (MAP) on the GEM homepage within **30 days**.

The Standards Evaluation Audit is limited in scope. It is conducted approximately every 12 months and covers a minimum of 5 guestrooms, as well as all public and back of house areas. This report can only address issues identified during the evaluation. This report is not an indication of full compliance with IHG standards and requirements and does not change obligations to comply with those standards.


Report Category Summary

Category/Sub Category	Score	Rating
Service Standards	97.78%	Pass "Excellent"
Product	95.31%	Pass "Excellent"
Brand Safety Standard	100.00%	
Cleanliness	92.31%	Pass "Good"
Condition	96.55%	Pass "Excellent"

Employee Areas: Kitchen/Pantry

Standard or Question	Response
<p>The Kitchen/Pantry structure and fixtures must be clean. [716-9]</p> <p>Requirements And/Or Comments</p> <ul style="list-style-type: none"> Ceiling <p><i>Dust on vents</i></p> 	1

Employee Areas: Lockers/Restroom

Standard or Question	Response
<p>The Lockers/Restroom structure and fixtures must be clean. [833-3]</p> <p>Requirements And/Or Comments</p> <ul style="list-style-type: none"> HVAC <p><i>Dust in women's</i></p> 	1

Food & Beverage

Consultant Notes:



The guest called In-Room Dining on Monday, 12 June 2017 at 13:00hrs to order lunch. The food was delivered by Mittu.

The guest was assisted by Shakir at The Q Bar on Monday, 12 June 2017 at 20:00hrs.


Anju welcomed the guest at The Gem Garden for breakfast on Tuesday, 13 June 2017 at 06:33hrs.

Standard or Question	Response
<p>UPDATE All guests must be greeted at the entrance of every full service restaurant. [60382]</p> <p>UPDATE • A delegated host or hostess is required at the entrance to greet guests [60383]</p> <p>UPDATE • All guests must be escorted to their table at every full service restaurant [60384]</p> <ul style="list-style-type: none"> Kids must be greeted individually. [300052] <p>NEW • Upon arrival at breakfast, guests must be greeted first and asked for their last names and room number only when unknown. [579056]</p> <p>Requirements And/Or Comments</p> <ul style="list-style-type: none"> Upon arrival at breakfast, guests must be greeted first and asked for their last names and room number only when unknown. [579056] <p><i>The guest was not asked for his name.</i></p>	Non-Compliant

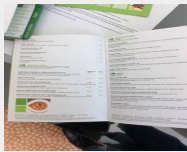


Food & Beverage: Food Outlet The Gem Garden

Standard or Question	Response
<p>The Food Outlet furniture and accessories must be well maintained. [45425-6]</p> <p>Requirements And/Or Comments</p> <ul style="list-style-type: none"> Repair: Tables <p><i>Scuffed and chipped</i></p> 	1
<p>The Food Outlet structure and fixtures must be well maintained. [45425-8]</p> <p>Requirements And/Or Comments</p> <ul style="list-style-type: none"> Repair: Door <p><i>Scratched and chipped</i></p> 	1

Guest Floors: Guest Club Lounge






Standard or Question	Response
<p>The Guest Club Lounge structure and fixtures must be clean. [716-103]</p> <p>Requirements And/Or Comments</p> <ul style="list-style-type: none"> HVAC <p><i>Dust</i></p> 	1


Guestrooms


Standard or Question	Response
<p>UPDATE A minimum of three and a maximum of five types of salads must be available and include: [52305]</p> <p>UPDATE • Minimum one vegetarian salad [52310]</p> <p>UPDATE • Minimum one garden salad [52311]</p> <ul style="list-style-type: none"> One Caesar salad [52312] <p>UPDATE • Minimum one local or regional salad [53336]</p> <p>Requirements And/Or Comments</p> <ul style="list-style-type: none"> Minimum one garden salad [52311] <p><i>Garden salad not present</i></p> 	Non-Compliant
<p>UPDATE At a minimum, five types of side accompaniments must be available and include: [52259]</p> <p>UPDATE • Steamed rice [52260]</p> <p>UPDATE • Two types of vegetables [52261]</p> <ul style="list-style-type: none"> One French fries [52262] <p>UPDATE • One type of salad [52263]</p> <p>Requirements And/Or Comments</p> <ul style="list-style-type: none"> At a minimum, five types of side accompaniments must be available and include: [52259] <p><i>Side accompaniments not mentioned</i></p> 	Non-Compliant
<p>A minimum of two and maximum of four soups must be available from the following: [52294]</p> <p>UPDATE • Minimum one vegetarian [52296]</p> <p>UPDATE • Minimum one clear [52297]</p> <p>Requirements And/Or Comments</p> <ul style="list-style-type: none"> A minimum of two and maximum of four soups must be available from the following: [52294] <p><i>Five soups present</i></p> 	Non-Compliant
<p>NEW At a minimum, one sparkling wine must be available by the bottle. [587096]</p> <p>Requirements And/Or Comments</p> <ul style="list-style-type: none"> At a minimum, one sparkling wine must be available by the bottle. [587096] <p><i>Sparkling wine not present</i></p>	Non-Compliant




Guestrooms: Guestroom # 629: Bath Zone

Standard or Question	Response
<p>The following bathroom amenities must be provided: [381]</p> <ul style="list-style-type: none">• Hand soap at the hand wash basin and bath soap at the shower or bath tub [6389]• One 25g (0.88 oz) hand soap. [57361]• One 40g (1.35 oz) bath soap. [57362]• One 30ml (1 fl oz) shampoo [57363]• One 30ml (1 fl oz) conditioner [57364]• One 30ml (1 fl oz) bath gel [57365]• One 30ml (1 fl oz) body lotion [57366]• Dental kit available upon request [57367]• Shaving kit available upon request. [57368]• Amenity supplies must be replenished daily. [57369]• Pack of two cotton pads and cotton buds available on request. [57382]• Sanitary bag available upon request. [57390]	Non-Compliant
<p>Requirements And/Or Comments</p>	
<ul style="list-style-type: none">• Hand soap at the hand wash basin and bath soap at the shower or bath tub [6389] <p><i>Bath soap not placed at the bathtub</i></p>	
	
<ul style="list-style-type: none">• One 30ml (1 fl oz) shampoo [57363] <p><i>40ml amenity provided</i></p>	
	
<ul style="list-style-type: none">• One 30ml (1 fl oz) conditioner [57364] <p><i>40ml amenity provided</i></p>	
	
<ul style="list-style-type: none">• One 30ml (1 fl oz) bath gel [57365] <p><i>40ml amenity provided</i></p>	
	
<ul style="list-style-type: none">• One 30ml (1 fl oz) body lotion [57366] <p><i>40ml amenity provided</i></p>	
	

<p>The Bath Zone furniture and accessories must be well maintained. [428-2] Requirements And/Or Comments</p> <ul style="list-style-type: none"> Repair: Trash Can/Rubbish Bin <p><i>Chipped and stained</i></p> 	1
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<p>The Bath Zone structure and fixtures must be clean. [716-107] Requirements And/Or Comments</p> <ul style="list-style-type: none"> Tub/Shower Bottom <p><i>Hair</i></p> 	1
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Guestrooms: Guestroom # 629: Bed Zone


Standard or Question	Response
<p>An in room wake-up alarm facility must be provided. [323]</p> <ul style="list-style-type: none"> Must be able to be set by the guest [325] Alarm facility must have accurate time set. [58880] Alarm facility must be deactivated when the guest departs. [58883] <p>Requirements And/Or Comments</p> <ul style="list-style-type: none"> Alarm facility must have accurate time set. [58880] <p><i>Incorrect time</i></p> 	Non-Compliant

<p>Bedding must be free from visible stains and clean. [310-1] Requirements And/Or Comments</p> <ul style="list-style-type: none"> Mattress Pad/Topper <p><i>Hair</i></p> 	1
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Guestrooms: Guestroom # 629: Kitchenette/Refreshment Zone

Standard or Question	Response
<p>The Kitchenette/Refreshment Zone furniture and accessories must be clean. [716-104] Requirements And/Or Comments</p> <ul style="list-style-type: none"> Miscellaneous Equipment <p><i>Smudges on glasses</i></p> 	1

Guestrooms: Guestroom # 629: Wardrobe Zone

Standard or Question	Response
<p>Minimum of six hangers must be provided. [58785]</p> <ul style="list-style-type: none"> • Hangers must be a uniform size, shape, colour and material. [58786] • A minimum of three skirt hangers are required. [58788] • Security hangers, theft-proof hangers and removable open hooks are not permitted. [58790] • Must be wooden with securely fastened metal hook [58791] • Must have a natural lacquered finish [58792] • Must have a metal hook size to fit closet rod [58793] • Must be a minimum overall width of 44cm (17.6in). [58794] • Must have indentation for garment loops [58795] • Clips must be padded on the inside [58796] <p>Requirements And/Or Comments</p> <ul style="list-style-type: none"> • Security hangers, theft-proof hangers and removable open hooks are not permitted. [58790] <p><i>Anti theft device present</i></p> 	Non-Compliant

Guestrooms: Guestroom # 409: Bath Zone



Standard or Question	Response
<p>The following bathroom amenities must be provided: [381]</p> <ul style="list-style-type: none"> • Hand soap at the hand wash basin and bath soap at the shower or bath tub [6389] • One 25g (0.88 oz) hand soap. [57361] • One 40g (1.35 oz) bath soap. [57362] • One 30ml (1 fl oz) shampoo [57363] • One 30ml (1 fl oz) conditioner [57364] • One 30ml (1 fl oz) bath gel [57365] • One 30ml (1 fl oz) body lotion [57366] • Dental kit available upon request [57367] • Shaving kit available upon request. [57368] • Amenity supplies must be replenished daily. [57369] • Pack of two cotton pads and cotton buds available on request. [57382] • Sanitary bag available upon request. [57390] <p>Requirements And/Or Comments</p> <ul style="list-style-type: none"> • Hand soap at the hand wash basin and bath soap at the shower or bath tub [6389] <p><i>Bath soap not placed at the bathtub</i></p> 	Non-Compliant

Guestrooms: Guestroom # 409: Work & Entertainment Zone


Standard or Question	Response
<p>The following items must be placed neatly in the desk drawer or displayed in a suitable collateral holder. [98652]</p> <ul style="list-style-type: none"> • Room service menu [98653] UPDATE • Guest feedback form, where provided [98654] UPDATE • Branded notepad, where provided [98655] • Branded pen [98656] <p>Requirements And/Or Comments</p> <ul style="list-style-type: none"> • The following items must be placed neatly in the desk drawer or displayed in a suitable collateral holder. [98652] <p><i>Room Service Menu placed in the bedside table drawer, instead of the desk drawer.</i></p>	Non-Compliant



Guestrooms: Guestroom # 522: Bath Zone

Standard or Question	Response
<p>The following bathroom amenities must be provided: [381]</p> <ul style="list-style-type: none"> • Hand soap at the hand wash basin and bath soap at the shower or bath tub [6389] • One 25g (0.88 oz) hand soap. [57361] • One 40g (1.35 oz) bath soap. [57362] • One 30ml (1 fl oz) shampoo [57363] • One 30ml (1 fl oz) conditioner [57364] • One 30ml (1 fl oz) bath gel [57365] • One 30ml (1 fl oz) body lotion [57366] • Dental kit available upon request [57367] • Shaving kit available upon request. [57368] • Amenity supplies must be replenished daily. [57369] • Pack of two cotton pads and cotton buds available on request. [57382] • Sanitary bag available upon request. [57390] <p>Requirements And/Or Comments</p> <ul style="list-style-type: none"> • Hand soap at the hand wash basin and bath soap at the shower or bath tub [6389] <p><i>Bath soap not placed at bathtub</i></p> 	Non-Compliant
<p>The Bath Zone furniture and accessories must be clean. [716-106]</p> <p>Requirements And/Or Comments</p> <ul style="list-style-type: none"> • Hair Dryer <p><i>Hair</i></p> 	1

Guestrooms: Guestroom # 525: Bath Zone

Standard or Question	Response
<p>The Bath Zone structure and fixtures must be clean. [716-107]</p> <p>Requirements And/Or Comments</p> <ul style="list-style-type: none"> • Tub/Shower Bottom <p><i>Hair</i></p> 	1

Guestrooms: Guestroom # 525: Bed Zone

Standard or Question	Response
<p>An in room wake-up alarm facility must be provided. [323]</p> <ul style="list-style-type: none"> • Must be able to be set by the guest [325] 	Non-Compliant

- Alarm facility must have accurate time set. [58880]
- Alarm facility must be deactivated when the guest departs. [58883]


Requirements And/Or Comments

- Alarm facility must have accurate time set. [58880]

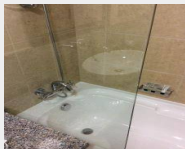
Incorrect time



Guestrooms: Guestroom # 525: Work & Entertainment Zone

Standard or Question	Response
<p>The following items must be placed neatly in the desk drawer or displayed in a suitable collateral holder. [98652]</p> <ul style="list-style-type: none"> • Room service menu [98653] UPDATE • Guest feedback form, where provided [98654] UPDATE • Branded notepad, where provided [98655] • Branded pen [98656] <p>Requirements And/Or Comments</p> <ul style="list-style-type: none"> • The following items must be placed neatly in the desk drawer or displayed in a suitable collateral holder. [98652] <p><i>Room Service Menu placed in the bedside table drawer, instead of the desk drawer.</i></p> 	<p>Non-Compliant</p>

Guestrooms: Guestroom # 612: Bath Zone

Standard or Question	Response
<p>The following bathroom amenities must be provided: [381]</p> <ul style="list-style-type: none"> • Hand soap at the hand wash basin and bath soap at the shower or bath tub [6389] • One 25g (0.88 oz) hand soap. [57361] • One 40g (1.35 oz) bath soap. [57362] • One 30ml (1 fl oz) shampoo [57363] • One 30ml (1 fl oz) conditioner [57364] • One 30ml (1 fl oz) bath gel [57365] • One 30ml (1 fl oz) body lotion [57366] • Dental kit available upon request [57367] • Shaving kit available upon request. [57368] • Amenity supplies must be replenished daily. [57369] • Pack of two cotton pads and cotton buds available on request. [57382] • Sanitary bag available upon request. [57390] <p>Requirements And/Or Comments</p> <ul style="list-style-type: none"> • Hand soap at the hand wash basin and bath soap at the shower or bath tub [6389] <p><i>Bath soap not placed at the bathtub</i></p> 	<p>Non-Compliant</p>

Guestrooms: Guestroom # 612: Work & Entertainment Zone

Standard or Question	Response
<p>The following items must be placed neatly in the desk drawer or displayed in a suitable collateral holder. [98652]</p>	<p>Non-Compliant</p>

- Room service menu [98653]

UPDATE • Guest feedback form, where provided [98654]

UPDATE • Branded notepad, where provided [98655]

- Branded pen [98656]

Requirements And/Or Comments

- The following items must be placed neatly in the desk drawer or displayed in a suitable collateral holder. [98652]
Room Service Menu placed in the bedside table drawer, instead of the desk drawer.



Public Areas: Lobby

Standard or Question	Response
<p>The Lobby structure and fixtures must be clean. [716-90]</p> <p>Requirements And/Or Comments</p> <ul style="list-style-type: none"> • Walls <i>Dust on vents</i> 	1

Public Areas: Public Restroom Lobby

Standard or Question	Response
<p>The following supplies must be provided in public restrooms: [62847]</p> <ul style="list-style-type: none"> • Hand soap in a bottle or dispenser. [62849] • Facial tissues. [62851] • Paper towels, where used. [95219] <p>Requirements And/Or Comments</p> <ul style="list-style-type: none"> • Facial tissues. [62851] <i>Not present in men's</i> 	Non-Compliant

Recreational / Leisure: Fitness/Gym

Consultant Notes:	
<i>The guest visited the Fitness Centre on Monday, 12 June 2017 at 18:12hrs and was greeted afterwards by a male colleague.</i>	
Standard or Question	Response
<p>The Fitness/Gym structure and fixtures must be well maintained. [29482-3]</p> <p>Requirements And/Or Comments</p> <ul style="list-style-type: none"> • Repair: Door <i>Scratched</i> <ul style="list-style-type: none"> • Repair: Flooring 	3

Scratched and damaged



- Repair: Walls

Stained and scuffed



Cleanliness Action Plan Low Priority

Standard or Question	Response
Cleanliness Recommendation Requirements And/Or Comments <ul style="list-style-type: none">• <i>Smudged glasses were noticed in one guestroom.</i>	Enter

Cleanliness Action Plan High Priority

Standard or Question	Response
Cleanliness Recommendation Requirements And/Or Comments <ul style="list-style-type: none">• <i>Dust was noticed on vents in several public areas (kitchen, bathrooms and lobby); hair was noticed in bed linen, bathtub and one hairdryer.</i>	Enter

Condition Action Plan Low Priority

Standard or Question	Response
Condition Recommendation Requirements And/Or Comments <ul style="list-style-type: none">• <i>The doors in The Gem Garden Restaurant were scratched.</i>	Enter

Condition Action Plan High Priority

Standard or Question	Response
Condition Recommendation Requirements And/Or Comments <ul style="list-style-type: none">• <i>The tables in The Gem Restaurant were chipped; the walls, doors and floor in the Fitness Center were scratched and damaged.</i>	Enter

Appendix 1

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Consultant Signature



Location Signature

Ugent