



**IHG EMEA
Quality Evaluation System
Hotel User Manual**

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1. INTRODUCTION TO QUALITY EVALUATION SYSTEM (QES)

The Quality Evaluation System (QES) is a tool that provides to measure the consistency and compliance to Company Brand Standards.

To access the EMEA Intranet visit, <http://emea.ihgoneteam.com/>

You will see the login screen below. Login using your Username and Password.



Welcome to IHG OneTeam!

IHG OneTeam is a secured intranet site developed exclusively for InterContinental Hotels Group employees. This site looks best when viewed at an 800 x 600 or higher resolution. It works best on web browsers version 5 or higher.

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Employee Type:

Hotel

Username:

Password:

Remember me

Login

To create a One Team Account, just sign-up by clicking here.

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Once you have logged in successfully, you will then be presented with the first page of the Intranet, which will be your hotel homepage.

The screenshot shows the InterContinental Hotels Group Intranet homepage for Maidenhead/Windsor. The page layout includes a top navigation bar with links for Home, Corporate Site, My Hotels, My Account, Logout, FAQ, and Help. A search bar is also present. The main content area is titled "MAIDENHEAD/WINDSOR" and is divided into several sections:

- Latest Updates:** Contains three news items:
 - Direct E-Commerce Training - ECHO workshops:** Increase your knowledge on how to make money from the Direct E-Commerce channel. Book your place on an ECHO workshop - UK on 22nd September and Paris on 16th September.
 - Launch of Spanish Website for Express by Holiday Inn:** E-Commerce EMEA launched the new Spanish website for Express by Holiday Inn in August 2005 - www.expressbyholidayinn.es.
 - Top 10 Enrolling Holiday Inn Properties in EMEA:** Find out which Holiday Inn property is #1 when it comes to enrolling guests into Priority Club Rewards and see whether your property features in the current Top 10.
- Business Resources & Reports:** A section with the message "There are no available reports."
- Performance Indicators:** Includes a bar chart and a table of QES metrics:

QES	Full Annual Self Audit 2005	PCR Qualifying Enrolments
1.	Fire Life Safety: 90%	Month to Date (July): 47
2.	Brand Specific: 91%	Year to date (2005): 432
3.	Service Standard: 88%	
4.	Condition: 86%	
5.	Cleanliness: 92%	

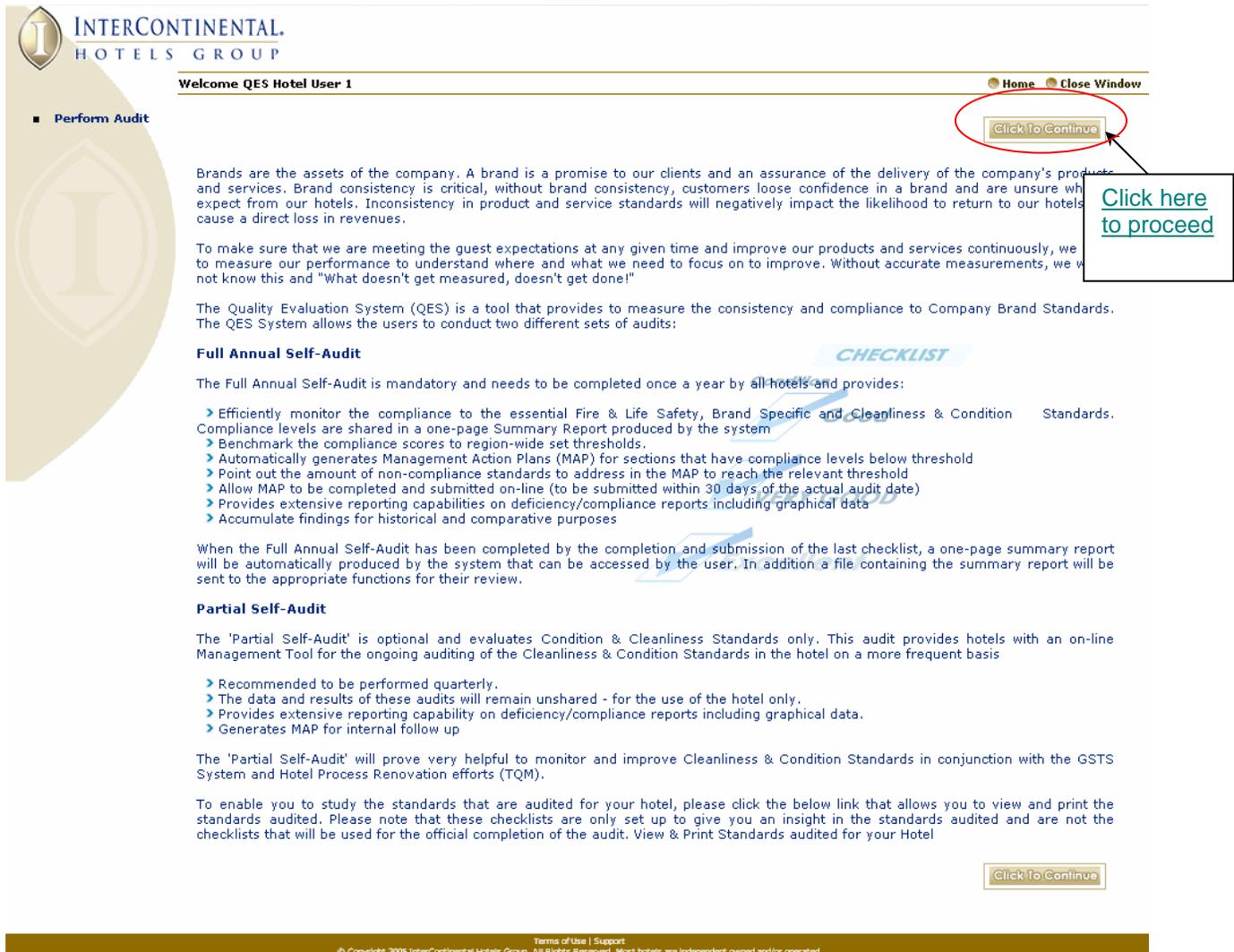
The left-hand navigation menu includes links for News, Events, Marketing & Sales, Operations & Standards (circled in red), My HR, Business Applications, Hotel Directory, Feedback, Staff Directory, and World Clock. A callout box with the text "Click here" points to the "Operations & Standards" link.

To access the Quality Evaluation System, you have to click on the **Operations & Standards** link on the left hand navigation.

You will be directed to the page with all the business applications listed. Scroll down and you will be able to find **Quality Evaluation System**.

Click to access the **Quality Evaluation System**, which will open in a new browser.

The following screen is what you will see when you access the application.



INTERCONTINENTAL HOTELS GROUP

Welcome QES Hotel User 1

Home Close Window

Perform Audit

Click To Continue

Click here to proceed

Brands are the assets of the company. A brand is a promise to our clients and an assurance of the delivery of the company's products and services. Brand consistency is critical, without brand consistency, customers lose confidence in a brand and are unsure what to expect from our hotels. Inconsistency in product and service standards will negatively impact the likelihood to return to our hotels and cause a direct loss in revenues.

To make sure that we are meeting the guest expectations at any given time and improve our products and services continuously, we need to measure our performance to understand where and what we need to focus on to improve. Without accurate measurements, we do not know this and "What doesn't get measured, doesn't get done!"

The Quality Evaluation System (QES) is a tool that provides to measure the consistency and compliance to Company Brand Standards. The QES System allows the users to conduct two different sets of audits:

Full Annual Self-Audit

The Full Annual Self-Audit is mandatory and needs to be completed once a year by all hotels and provides:

- Efficiently monitor the compliance to the essential Fire & Life Safety, Brand Specific and Cleanliness & Condition Standards. Compliance levels are shared in a one-page Summary Report produced by the system
- Benchmark the compliance scores to region-wide set thresholds.
- Automatically generates Management Action Plans (MAP) for sections that have compliance levels below threshold
- Point out the amount of non-compliance standards to address in the MAP to reach the relevant threshold
- Allow MAP to be completed and submitted on-line (to be submitted within 30 days of the actual audit date)
- Provides extensive reporting capabilities on deficiency/compliance reports including graphical data
- Accumulate findings for historical and comparative purposes

When the Full Annual Self-Audit has been completed by the completion and submission of the last checklist, a one-page summary report will be automatically produced by the system that can be accessed by the user. In addition a file containing the summary report will be sent to the appropriate functions for their review.

Partial Self-Audit

The 'Partial Self-Audit' is optional and evaluates Condition & Cleanliness Standards only. This audit provides hotels with an on-line Management Tool for the ongoing auditing of the Cleanliness & Condition Standards in the hotel on a more frequent basis

- Recommended to be performed quarterly.
- The data and results of these audits will remain unshared - for the use of the hotel only.
- Provides extensive reporting capability on deficiency/compliance reports including graphical data.
- Generates MAP for internal follow up

The 'Partial Self-Audit' will prove very helpful to monitor and improve Cleanliness & Condition Standards in conjunction with the GSTS System and Hotel Process Renovation efforts (TQM).

To enable you to study the standards that are audited for your hotel, please click the below link that allows you to view and print the standards audited. Please note that these checklists are only set up to give you an insight in the standards audited and are not the checklists that will be used for the official completion of the audit. View & Print Standards audited for your Hotel

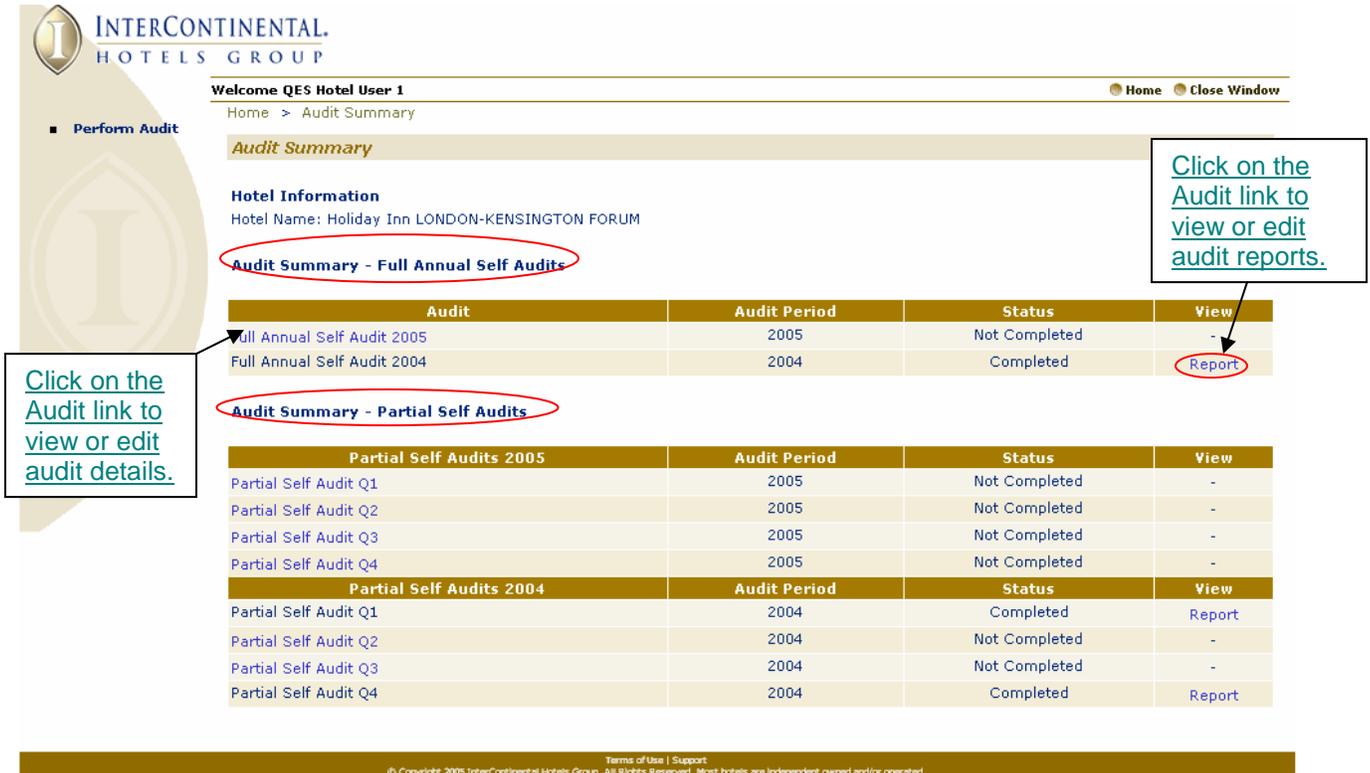
Click To Continue

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You have to click on the **Click to Continue** button in order to proceed into the Quality Evaluation System (QES).

2. QUALITY EVALUATION SYSTEM AUDIT SUMMARY SCREEN

After you click on the **Click to Continue** button, the following screen will be shown.



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Welcome QES Hotel User 1 Home Close Window

Home > Audit Summary

Perform Audit

Audit Summary

Hotel Information
Hotel Name: Holiday Inn LONDON-KENSINGTON FORUM

Audit Summary - Full Annual Self Audits

Audit	Audit Period	Status	View
Full Annual Self Audit 2005	2005	Not Completed	-
Full Annual Self Audit 2004	2004	Completed	Report

Audit Summary - Partial Self Audits

Partial Self Audits 2005	Audit Period	Status	View
Partial Self Audit Q1	2005	Not Completed	-
Partial Self Audit Q2	2005	Not Completed	-
Partial Self Audit Q3	2005	Not Completed	-
Partial Self Audit Q4	2005	Not Completed	-

Partial Self Audits 2004	Audit Period	Status	View
Partial Self Audit Q1	2004	Completed	Report
Partial Self Audit Q2	2004	Not Completed	-
Partial Self Audit Q3	2004	Not Completed	-
Partial Self Audit Q4	2004	Completed	Report

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You are able to perform and view 2 different types of Audits as required:

- Full Annual Self Audits
- Partial Self Audits

The hotel's information will be displayed on the top of the screen.

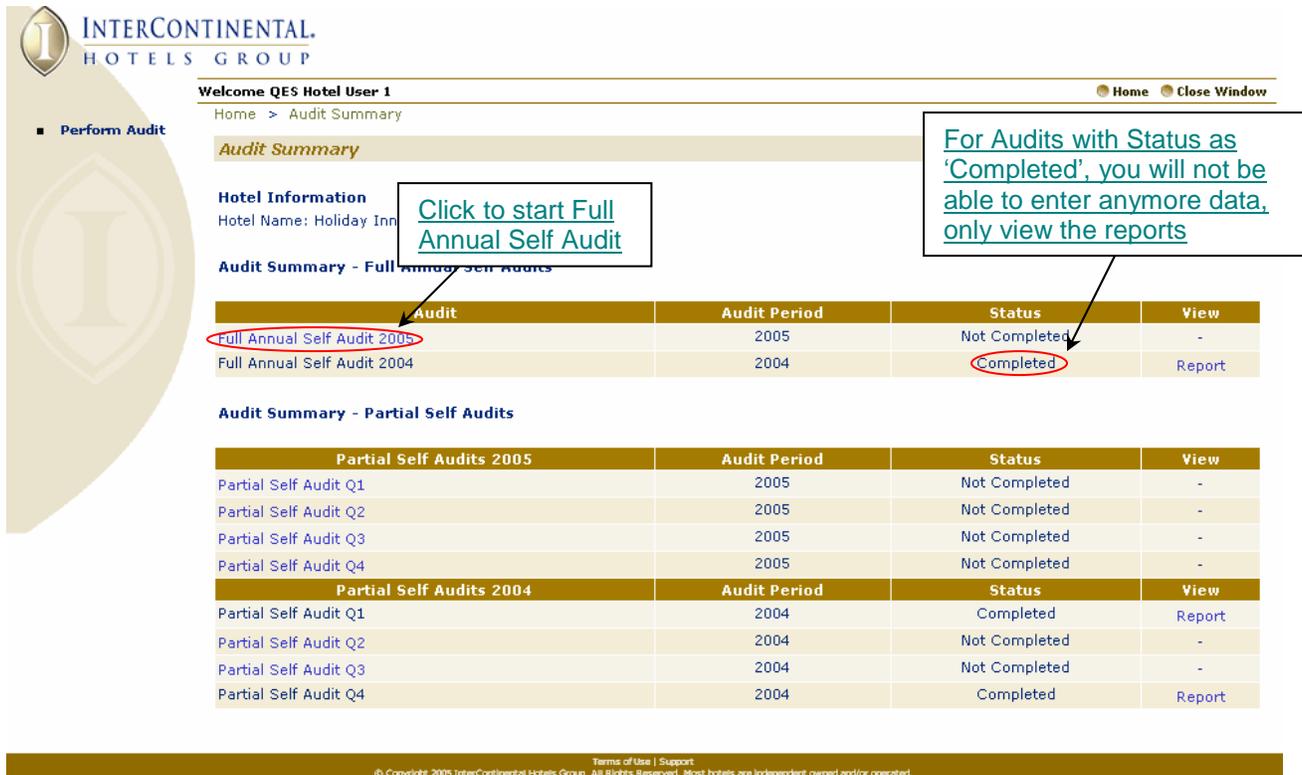
- **Audit:** Displays the name of the audit.
- **Audit Period:** Displays the period for the audit.
- **Status:** Displays the status of the audit. You will see either Completed or Not Completed audits. Audit is considered "Completed" when you have completed and submitted your checklist.

- **View:** You can click on the **Reports** to view the Summary Report, Management Action Plan, Graphs & Bar Charts and other relevant reports upon completion of the audit.

3. STARTING THE AUDIT

When the Hotel has received the email notification to perform the Full Annual Self Audit, you have to click on the specific Audit to start the audit:

The Partial Self Audit can be performed at anytime once every quarter.



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Welcome QES Hotel User 1 Home Close Window

Home > Audit Summary

Audit Summary

Hotel Information
Hotel Name: Holiday Inn

Audit Summary - Full Annual Self Audits

Audit	Audit Period	Status	View
Full Annual Self Audit 2005	2005	Not Completed	-
Full Annual Self Audit 2004	2004	Completed	Report

Audit Summary - Partial Self Audits

Partial Self Audits 2005		Audit Period	Status	View
Partial Self Audit Q1		2005	Not Completed	-
Partial Self Audit Q2		2005	Not Completed	-
Partial Self Audit Q3		2005	Not Completed	-
Partial Self Audit Q4		2005	Not Completed	-

Partial Self Audits 2004		Audit Period	Status	View
Partial Self Audit Q1		2004	Completed	Report
Partial Self Audit Q2		2004	Not Completed	-
Partial Self Audit Q3		2004	Not Completed	-
Partial Self Audit Q4		2004	Completed	Report

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To start the New Audit, you will see the screen as shown below:



Important Note

Once they have submitted a Checklist, there will be no opportunity to amend the data anymore.

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Welcome QES Hotel User 1 Home Close Window

Home > Audit Summary > Confirm Message

Confirm Message

[Click To Continue](#) [Back](#)

The next page will require your input related to the in "View & Print Standards Audited" spection quantities or number of sections/areas/ and/or departments in your hotel. The inspection quantities that need to be entered are related to the number of checklists that will be set by the system for each section/area.and/or department. The list will vary by brand.

For example:

Guestroom Corridors/Floors/Stairwells relates to the number of guestroom floors of the hotel. So in case the Hotel has 3 floors, the Inspection Quantity to input = 3

When the hotel has 5 Meeting Rooms, the Inspection Quantity to input = 5

The audit requires that in total 10 guestrooms will be audited. The system will automatically adjust the guestroom and guest bathroom quantity to "9" if a premium room type will be entered as "1". In the case that no premium room type is audited and "0" is entered, the Guest Room and Guest Bathroom quantity will be automatically adjusted to "10" by the system. The Disabled Access guest/bath room is also included in the adjustment.

When the User has entered all the Inspection Quantities in the required fields, according to the Hotel specific set up, the User should click on submit to submit the Inspection Quantities.

The System will prompt the User to confirm and if necessary to review the Inspection Quantity again. Once the Inspection Quantity has been submitted, the user will not be able to make any more changes.

Please note:

Some section/areas are fixed in the system to "1" as there will be typically only 1 of those departments/areas in the hotel and only 1 checklist will be needed to audit the Department and/or area.

For example:
Exterior Grounds, Exterior, Front Desk, Maintenance, Human Resources, Housekeeping & Laundry, Information Technology, Product Replacement Cycles

To enable you to study the standards that are audited for your hotel, please click the below link that allows you to view and print the standards audited.

Please note that these checklists are only set up to give you an insight in the standards audited and are not the checklists that will be used for the official completion of the audit.

[Click to print the Standards.](#) → [View & Print Standards Audited](#)

[Click here to proceed](#) → [Click To Continue](#)

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Click on the **Click to Continue** button in order to proceed with the Audit. You will see the screen below:



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Welcome QES Hotel User 1
Home Close Window

Home > Audit Summary > Update Quantity

Update Quantity

Audit Description: Full Annual Self Audit 2005
Updated By: QES Hotel User 1
Date: 13 Jun 2005
Current GSS Index YTD <input style="width: 50px;" type="text"/>
Score: <input style="width: 50px;" type="text"/>
Current Year Goal (Min) <input style="width: 50px;" type="text"/>
Last Year's GSS Index YTD Score: <input style="width: 50px;" type="text"/>

* Total Guest Rooms/Bathrooms to be audited is 10 (including/excluding Disabled Access/Premium Room Type if applicable).

Section/ Area	Inspection Qty
Guest Room	<input style="width: 50px;" type="text" value="8"/>
Guest Bathroom	<input style="width: 50px;" type="text" value="8"/>
Executive Guest Room	<input style="width: 50px;" type="text" value="1"/>
Executive Guest Bathroom	<input style="width: 50px;" type="text" value="1"/>
Wheelchair Accessible Guest Room	<input style="width: 50px;" type="text" value="1"/>
Wheelchair Accessible Guest Bathroom	<input style="width: 50px;" type="text" value="1"/>
Exterior Grounds	<input style="width: 50px;" type="text" value="1"/>
Entrance	<input style="width: 50px;" type="text" value="1"/>
Lobby & Front Desk	<input style="width: 50px;" type="text" value="1"/>
Guest Room Corridors / Floors / Stairwells	<input style="width: 50px;" type="text" value="1"/>
Guest Lifts	<input style="width: 50px;" type="text" value="1"/>
Public Restrooms	<input style="width: 50px;" type="text" value="1"/>
Wheelchair Accessible Public Restrooms	<input style="width: 50px;" type="text" value="1"/>
MiniGym / Fitness	<input style="width: 50px;" type="text" value="1"/>
Swimming Pool	<input style="width: 50px;" type="text" value="1"/>
Other Leisure Facilities	<input style="width: 50px;" type="text" value="1"/>
Meeting Rooms	<input style="width: 50px;" type="text" value="1"/>
F&B Restaurant	<input style="width: 50px;" type="text" value="1"/>
F&B Bar	<input style="width: 50px;" type="text" value="1"/>
Kitchen	<input style="width: 50px;" type="text" value="1"/>
Employee Facilities	<input style="width: 50px;" type="text" value="1"/>
Housekeeping & Laundry	<input style="width: 50px;" type="text" value="1"/>
Maintenance & Engineering	<input style="width: 50px;" type="text" value="1"/>
IT Systems	<input style="width: 50px;" type="text" value="1"/>
Human Resources	<input style="width: 50px;" type="text" value="1"/>
Product Replacement Cycles	<input style="width: 50px;" type="text" value="1"/>
Service Standards	<input style="width: 50px;" type="text" value="1"/>

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GSS Data input

In this Audit Details page, you will have to enter the 3 compulsory fields:

- **Current GSS YTD FY Score:** If there is no current GSS data available please enter "0"
- **Current GSS FY Target:** If there is no target GSS data available please enter "0"
- **Last Year's GSS YTD Score:** If there is no last year's GSS data available please enter "0"

Audit Description:	Full Annual Self Audit 2005	
Updated By:	QES Hotel User 1	
Date:	13 Jun 2005	
Current GSS Index YTD Score:	<input style="width: 50px;" type="text"/>	← Enter GSS YTD Score here
Current Year Goal (Min)	<input style="width: 50px;" type="text"/>	← Enter GSS Target here
Last Year's GSS Index YTD Score:	<input style="width: 50px;" type="text"/>	← Enter Last Year's GSS YTD Score here

* Total Guest Rooms/Bathrooms to be audited is 10 (including/excluding Disabled Access/Premium Room Type if applicable).

Section/Area	Inspection Qty
Guest Room	<input style="width: 30px;" type="text" value="8"/>
Guest Bathroom	<input style="width: 30px;" type="text" value="8"/>
Executive Guest Room	<input style="width: 30px;" type="text" value="1"/>

If you did not enter these 3 compulsory fields as mentioned above, the System will prompt you to enter the fields as shown below:

- **Message for Current YTD FY Score:** If you did not enter the value for Current YTD Score, you will be prompted this message:



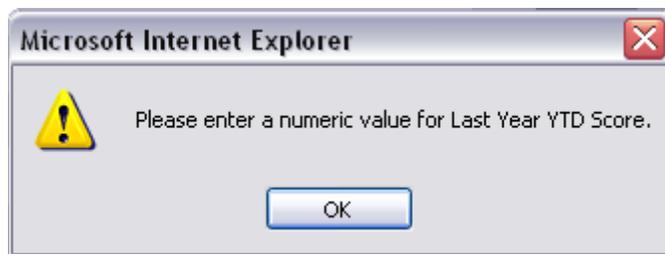
Click the **OK** button and enter the Current YTD Score as required.

- **Message for Current YTD FY Target:** If you did not enter the value for Current YTD Target, you will be prompted this message:



Click the **OK** button and enter the Current YTD Target as required.

- **Message for Last Year YTD Score:** If you did not enter the value for Last Year YTD Score, you will be prompted this message:



Click the **OK** button and enter the Last Year YTD Score as required.

Important Notes

The GSS scores are related to the new GSS System that has been launched on 01 January 2004. Therefore, in case no GSS scores are available/applicable, the user should input "0" in the required fields.

Inspection Quantity input (number of checklists per section/area)

The Inspection Quantities that need to be input are related to the number of checklists that will be set by the system for each department/section and/or area. The list will vary by brand.

For example:

Guest Room Corridors/Floors/Stairwells relates to the number of guestroom floors of the hotel. So in case the Hotel has 3 floors, the Inspection Quantity to input = 3

When the hotel has 4 Public Restrooms, the Inspection Quantity to input = 4

* Total Guest Rooms/Bathrooms to be audited is 10 (including/excluding Disabled Access/Premium Room Type if applicable).

Section/Area	Inspection Qty
Guest Room	<input type="text" value="8"/>
Guest Bathroom	<input type="text" value="8"/>
Executive Guest Room	<input type="text" value="1"/>
Executive Guest Bathroom	<input type="text" value="1"/>
Wheelchair Accessible Guest Room	<input type="text" value="1"/>
Wheelchair Accessible Guest Bathroom	<input type="text" value="1"/>
Exterior Grounds	<input type="text" value="1"/>
Entrance	<input type="text" value="1"/>
Lobby & Front Desk	<input type="text" value="1"/>
Guest Room Corridors / Floors / Stairwells	<input type="text" value="1"/>
Guest Lifts	<input type="text" value="1"/>
Public Restrooms	<input type="text" value="1"/>

[Enter Number of sections or areas](#)

The audit requires that in total 10 guestrooms will be audited. The system will automatically adjust the Guest Room and Guest Bathroom quantity to "9" if a premium room type will be audited as "1". In the case that no premium room type is audited and "0" is inputted, the Guest Room and Guest Bathroom quantity is automatically adjusted to "10" by the system. The Disabled Guest/Bath Room is also included in the adjustment.

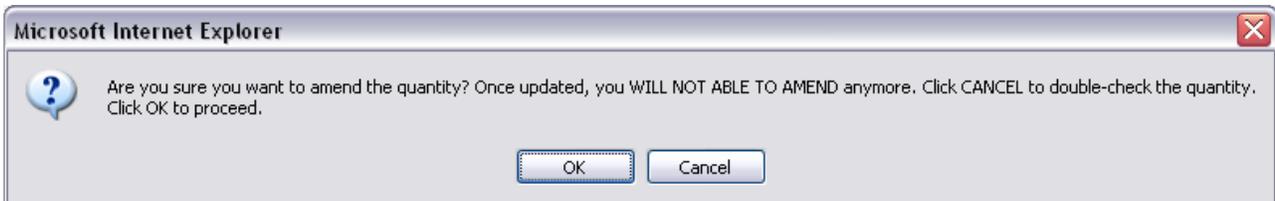
 **Important Notes**

Some section/areas are fixed in the system to "1" as there will be typically only 1 of those departments/areas in the hotel and only 1 checklist will be needed to audit the Department and/or area.

For example: Exterior Grounds, Exterior, Front Desk, Maintenance, Human Resources, Housekeeping & Laundry, Information Technology, Product Replacement Cycles

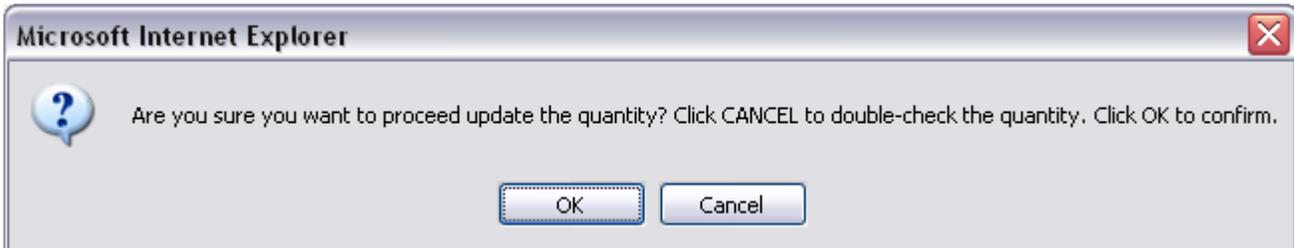
When you have entered all the Inspection Quantities in the required fields, according to the Hotel specific set up, you should click on **Submit** to submit the Inspection Quantities.

The System will prompt you to confirm and if necessary to review the Inspection Quantity again. Once the Checklist is submitted, you will not be able to make any more changes.



If you are sure that the data is accurate, click on the **OK** button to submit the Inspection Quantity. If you are not sure you can click **Cancel** to review the Inspection Quantity again.

When you click on the **OK** button, System will prompt you to confirm again if you want to proceed to update quantity. The following display below will be shown:



If you are absolutely sure that the Inspection Quantity data is accurate, click **OK** button to submit the Inspection Quantity in the QES system.

The following display below will be shown after submitting the Inspection Quantity:



4. PRINTING OF CHECKLISTS

In the screen on the next page, you are able to start printing the checklists needed to perform the physical audit or so called "walkaround". All deficiencies found conducting the physical audit need to be noted in the hardcopy of the checklists.



Important Notes

To save time and costs and as many different printer types are available, the system will only print "1" checklist of each section/area. The total amount of checklists that are needed according to the Hotel set up of the inspection quantity will need to be copied by you.

For example: The Guest Room inspection quantity is "8"
The system will print "1" Guest Room checklist
"7" more checklists will need to be copied by the User



Welcome QES Hotel User 1

[Home](#) [Close Window](#)

[Home](#) > [Audit Summary](#) > [Audit Details](#)

Audit Details

[Back](#)

Audit Description: Full Annual Self Audit 2005
Audited By: QES Hotel User 1
Date: 13 Jun 2005
Current GSS Index YTD 0 Score:
Current Year Goal (Min): 0
Last Year's GSS Index 0 YTD Score:

Print Single copy of all Checklists Print all copies of all Checklists

* Total Guest Rooms/Bathrooms to be audited is 10 (including/excluding Disabled Access/Premium Room Type if applicable).

Section/Area	Inspection Qty	Completed	Checklist
Guest Room	8	0	
Guest Bathroom	8	0	
Executive Guest Room	1	0	
Executive Guest Bathroom	1	0	
Wheelchair Accessible Guest Room	1	0	
Wheelchair Accessible Guest Bathroom	1	0	
Exterior Grounds	1	0	
Entrance	1	0	
Lobby & Front Desk	1	0	
Guest Room Corridors / Floors / Stairwells	1	0	
Guest Lifts	1	0	
Public Restrooms	1	0	
Wheelchair Accessible Public Restrooms	1	0	
MiniGym / Fitness	1	0	
Swimming Pool	1	0	
Other Leisure Facilities	1	0	
Meeting Rooms	1	0	
F&B Restaurant	1	0	
F&B Bar	1	0	
Kitchen	1	0	
Employee Facilities	1	0	
Housekeeping & Laundry	1	0	
Maintenance & Engineering	1	0	
IT Systems	1	0	
Human Resources	1	0	
Product Replacement Cycles	1	0	
Service Standards	1	0	

[Click here to print checklist](#)

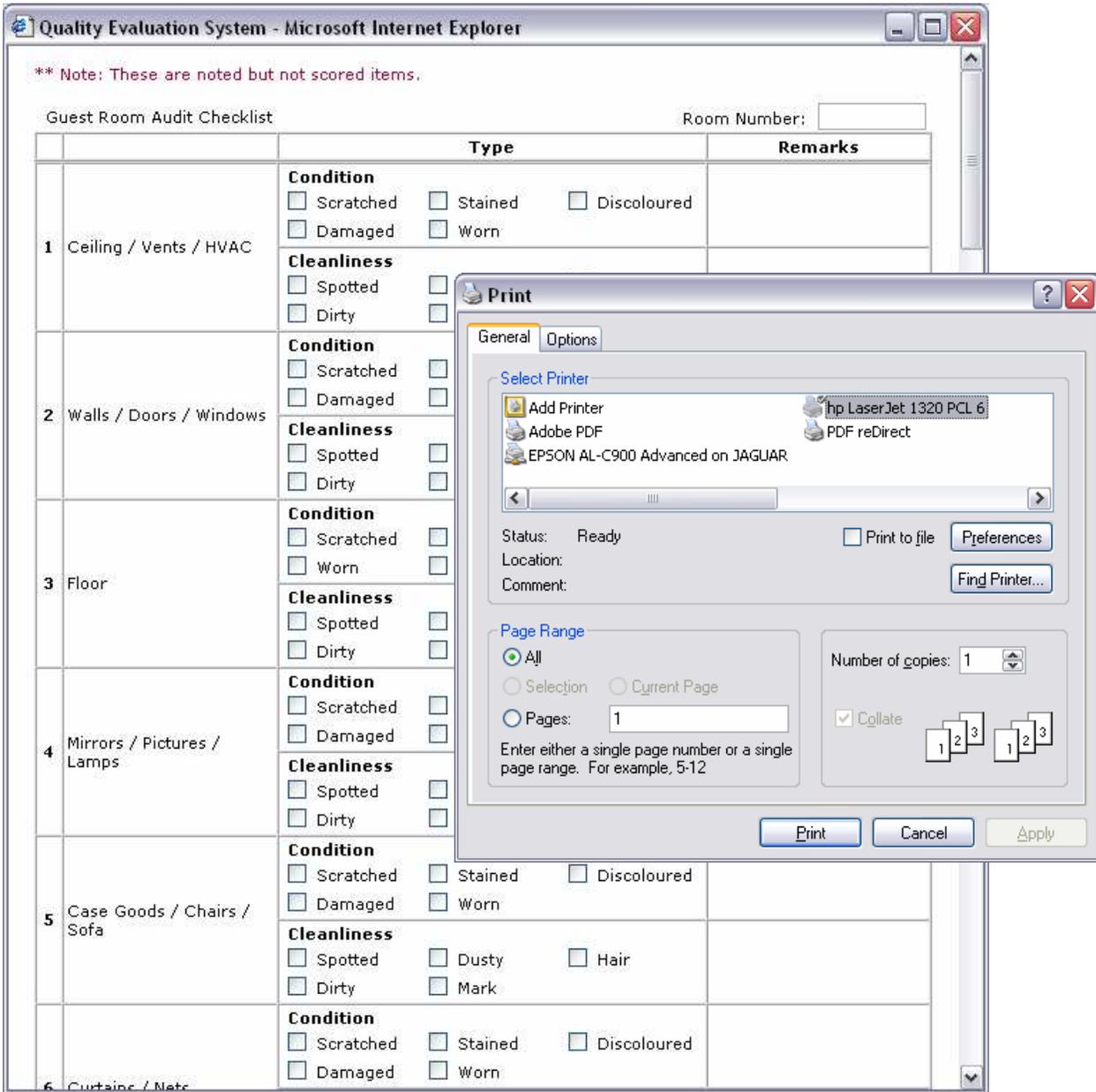
When you click on the Print button, the following popup will ask if you really wish to print the checklist.



The following window will appear while in the process of downloading the printer friendly version checklist.



After the printer version of the checklist is fully loaded, the printer options screen will be shown. Make the necessary selections of your printer and print the checklist.



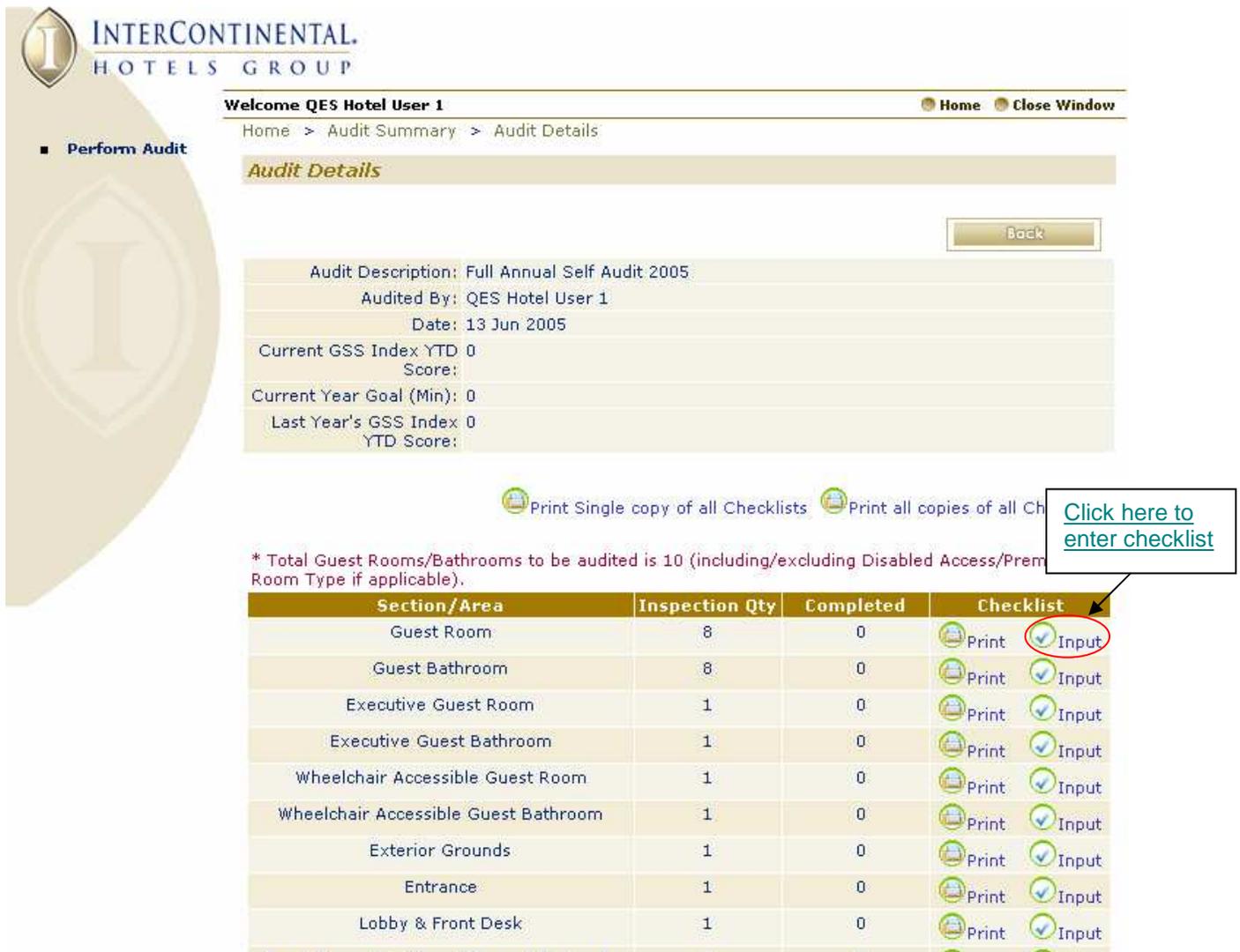
When all checklists are printed and copied (if multiple checklists are needed) the actual physical audit or "walkaround" can be performed using the relevant checklists per area. All deficiencies noted should be "ticked" on the hardcopy checklists during the physical walk. When all areas are audited and all deficiencies are noted on the hardcopy checklists, you can start to input the checklists with the deficiencies noted in the system.

It is safe to log off at all times as long the data has been saved or submitted to the system.

5. INPUT CHECKLISTS IN THE SYSTEM AFTER THE PHYSICAL AUDIT

After the completion of the physical audit, using the hardcopy checklists, the noted deficiencies will need to be keyed into the system. Once again, the actual deficiencies found during the physical walk or inspection that are "ticked" on the hardcopy checklists need to be entered into the system. In order to do this, you have to log on to the system and go to the following screen below

To start entering data in the Checklist in the system, you have to click on the **Input** link as shown below:



INTERCONTINENTAL HOTELS GROUP

Welcome QES Hotel User 1 Home Close Window

Home > Audit Summary > Audit Details

Audit Details

Back

Audit Description: Full Annual Self Audit 2005
 Audited By: QES Hotel User 1
 Date: 13 Jun 2005
 Current GSS Index YTD 0
 Score:
 Current Year Goal (Min): 0
 Last Year's GSS Index 0
 YTD Score:

Print Single copy of all Checklists Print all copies of all Ch

* Total Guest Rooms/Bathrooms to be audited is 10 (including/excluding Disabled Access/Prem Room Type if applicable).

Section/Area	Inspection Qty	Completed	Checklist
Guest Room	8	0	Print <input checked="" type="checkbox"/> Input
Guest Bathroom	8	0	Print <input checked="" type="checkbox"/> Input
Executive Guest Room	1	0	Print <input checked="" type="checkbox"/> Input
Executive Guest Bathroom	1	0	Print <input checked="" type="checkbox"/> Input
Wheelchair Accessible Guest Room	1	0	Print <input checked="" type="checkbox"/> Input
Wheelchair Accessible Guest Bathroom	1	0	Print <input checked="" type="checkbox"/> Input
Exterior Grounds	1	0	Print <input checked="" type="checkbox"/> Input
Entrance	1	0	Print <input checked="" type="checkbox"/> Input
Lobby & Front Desk	1	0	Print <input checked="" type="checkbox"/> Input

When you click on the **Input** link for the Guest Room, the following Screen will be displayed below:

From here, you will be able to input the deficiencies and enter the relevant brief remarks.

[The Department checklist](#)
[Check the checkboxes to select.](#)
[Compulsory field where you have to enter the Room Number](#)
[Click to submit the completed checklist in the system](#)

Home Close Window
 Print Back

** Note: These are noted but not scored items.

Guest Room Audit Checklist	Type	Room Number:	Remarks
1 Ceiling / Vents / HVAC	Condition <input type="checkbox"/> Scratched <input type="checkbox"/> Stained <input type="checkbox"/> Discoloured <input type="checkbox"/> Damaged <input type="checkbox"/> Worn Cleanliness <input type="checkbox"/> Spotted <input type="checkbox"/> Dusty <input type="checkbox"/> Hair <input type="checkbox"/> Dirty <input type="checkbox"/> Cobwebs		
2 Walls / Doors / Windows	Condition <input type="checkbox"/> Scratched <input type="checkbox"/> Stained <input type="checkbox"/> Discoloured <input type="checkbox"/> Damaged <input type="checkbox"/> Worn Cleanliness <input type="checkbox"/> Spotted <input type="checkbox"/> Dusty <input type="checkbox"/> Hair <input type="checkbox"/> Dirty <input type="checkbox"/> Mark		
3 Floor	Condition <input type="checkbox"/> Scratched <input type="checkbox"/> Stained <input type="checkbox"/> Damaged <input type="checkbox"/> Worn <input type="checkbox"/> Pile Flat Cleanliness <input type="checkbox"/> Spotted <input type="checkbox"/> Dusty <input type="checkbox"/> Hair <input type="checkbox"/> Dirty <input type="checkbox"/> Debris		
4 Mirrors / Pictures / Lamps	Condition <input type="checkbox"/> Scratched <input type="checkbox"/> Stained <input type="checkbox"/> Discoloured <input type="checkbox"/> Damaged <input type="checkbox"/> Worn Cleanliness <input type="checkbox"/> Spotted <input type="checkbox"/> Dusty <input type="checkbox"/> Hair <input type="checkbox"/> Dirty <input type="checkbox"/> Debris		
5 Case Goods / Chairs / Sofa	Condition <input type="checkbox"/> Scratched <input type="checkbox"/> Stained <input type="checkbox"/> Discoloured <input type="checkbox"/> Damaged <input type="checkbox"/> Worn Cleanliness <input type="checkbox"/> Spotted <input type="checkbox"/> Dusty <input type="checkbox"/> Hair <input type="checkbox"/> Dirty <input type="checkbox"/> Mark		
6 Curtains / Nets	Condition <input type="checkbox"/> Scratched <input type="checkbox"/> Stained <input type="checkbox"/> Discoloured <input type="checkbox"/> Damaged <input type="checkbox"/> Worn Cleanliness <input type="checkbox"/> Spotted <input type="checkbox"/> Dusty <input type="checkbox"/> Dirty <input type="checkbox"/> Untidy <input type="checkbox"/> Wrinkled		
Compliance			
7 Doors : entrance door hardware is hotel commercial quality or better and approved by IHG	<input checked="" type="radio"/> YES <input type="radio"/> NO		
8 Doors : guestroom doors and frames have minimum 30 minutes fire resistance and are fitted with approved self-closing device	<input checked="" type="radio"/> YES <input type="radio"/> NO		
9 Doors : fire-resisting doors, except interconnecting doors between guestrooms, have approved self-closing devices, Where need to be held open, magnetic release linked to fire alarm system are used.	<input checked="" type="radio"/> YES <input type="radio"/> NO		

Submit Print

All Brand Standards in the checklists that are audited are linked to the Brand Standards in **Online Brands Standards Manual** as in below example:

143	Signage, supplies & collateral to HI specs.	<input type="radio"/> YES	<input checked="" type="radio"/> NO	
144	All guestroom furniture fabrications			
145	Brand logo descriptions			
146	HI/6C diagrams			
147	Room service menus			
148	Children's menus			
149	Correct telephone numbers			
150	1 single dataport per room			
151	Direct international calls			
152	Hotel nameplate			
153	Internet telephone face plate			
154	Typewriter face plate			
155	Dialling calls on hold			
156	Voice mail system provided	<input checked="" type="radio"/> YES	<input type="radio"/> NO	
157	Note pad and pen with HI logo provided	<input checked="" type="radio"/> YES	<input type="radio"/> NO	

Standard Reference System - Microsoft Internet Explorer

HK 1.71

Informational Material - Guestrooms of all Hotels and Resorts will include the following items. Presentation format of these items will be governed by individual brand graphic standards available from InterContinental Hotels Group:

- Directory of Services -placed on work area
- Room Service Menu – placed on work area
- Guest Stationery Folder – placed on work area
- Room Service breakfast order form - placed in Stationery Folder
- Listing of all national and international telephone access codes
- Dialling instructions for the guestroom telephone
- User instructions for the dataport including dialling string
- User instructions for the voice mail system, if installed
- Details of telephone charges and whether per unit or per minute to typical destinations. (Note: These must tally accurately with charges applied by the call accounting system)
- TV/Radio channel listings
- Mini-bar Tariff folder/card (when applicable)
- Do Not Disturb card – placed on door handle/knob
- Note pad and branded pen/pencil – placed next to telephone(s)
- Matches – One matchbox with logo per smoking room. (Matches and ashtrays are not permitted in non-smoking rooms).
- Collateral required by the Marketing Department

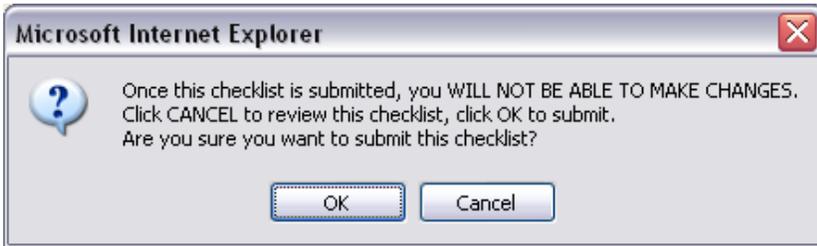
[Click on the text of the standard, a pop-up window will link to Online Brand Standards Manual giving full details on the standards audited.](#)

In the event that the compulsory fields are not entered (in this example the Room Number), a reminder message like the one shown below will be displayed to prompt you to enter the compulsory field. Without entering the compulsory field you will not be able to submit the completed Checklist to the system:



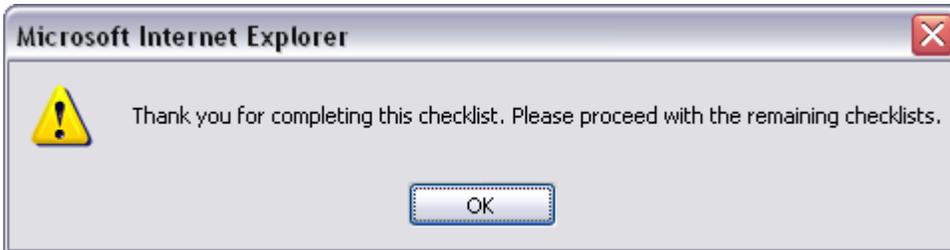
You have to click the **OK** button to proceed with the compulsory fields as required. When you have entered the necessary data, you shall then be able to submit the Checklist into the System.

When you click on the **Submit** button, you will be prompted the message as shown below:



If you are sure that the data is corresponding with the checklists used during the physical audit and all deficiencies are noted and all data is accurate, click **OK** button to submit the Checklist. However clicking **Cancel** will allow the Checklist can be reviewed again.

Once the Checklist is submitted, you will be prompted the message as shown below:



Once the Checklist is submitted, the system will be updated immediately and reflected in the Audit Details page. Once you have completed and submitted the particular Section/Area of the Audit, under the Checklist column, the system will indicate “**Completed**”.

INTERCONTINENTAL HOTELS GROUP

Welcome QES Hotel User 1 Home Close Window

Home > Audit Summary > Audit Details

Audit Details

Back

Audit Description: Full Annual Self Audit 2005
 Audited By: QES Hotel User 1
 Date: 13 Jun 2005
 Current GSS Index YTD 0
 Score:
 Current Year Goal (Min): 0
 Last Year's GSS Index 0
 YTD Score:

Print Single copy of all Checklists Print all copies of all Checklists

* Total Guest Rooms/Bathrooms to be audited is 10 (including/excluding Disabled Access/Premium Room Type if applicable).

Section/Area	Inspection Qty	Completed	Checklist
Guest Room	8	8	Completed
Guest Bathroom	8	8	Completed
Executive Guest Room	1	1	Completed
Executive Guest Bathroom	1	1	Completed
Wheelchair Accessible Guest Room	1	1	Completed
Wheelchair Accessible Guest Bathroom	1	1	Completed
Exterior Grounds	1	1	Completed
Entrance	1	1	Completed
Lobby & Front Desk	1	1	Completed
Guest Room Corridors / Floors / Stairwells	1	1	Completed
Guest Lifts	1	1	Completed
Public Restrooms	1	1	Completed
Wheelchair Accessible Public Restrooms	1	1	Completed
MiniGym / Fitness	1	1	Completed
Swimming Pool	1	1	Completed
Other Leisure Facilities	1	1	Completed
Meeting Rooms	1	1	Completed
F&B Restaurant	1	1	Completed
F&B Bar	1	1	Completed
Kitchen	1	0	Print Input
Employee Facilities	1	1	Completed
Housekeeping & Laundry	1	1	Completed
Maintenance & Engineering	1	1	Completed
IT Systems	1	1	Completed
Human Resources	1	1	Completed
Product Replacement Cycles	1	1	Completed
Service Standards	1	1	Completed

Section/Area: Completed

Section/ Area: Not Completed. Click on "Input" link to enter data.

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When you have submitted the last checklist of the Audit, the following message will be displayed:



Once the you have completed the Audit, an Email will be triggered by the System to send the completed Audit to the relevant functions related to your hotel, i.e. FSM, DOO etc

In the Audit Details Page, once the Audit is completed, it will be displayed as shown below:

* Total Guest Rooms/Bathrooms to be audited is 10 (including/excluding Disabled Access/Premium Room Type if applicable).

Section/Area	Inspection Qty	Completed	Checklist
Guest Room	8	8	Completed
Guest Bathroom	8	8	Completed
Executive Guest Room	1	1	Completed
Executive Guest Bathroom	1	1	Completed
Wheelchair Accessible Guest Room	1	1	Completed
Wheelchair Accessible Guest Bathroom	1	1	Completed
Exterior Grounds	1	1	Completed
Entrance	1	1	Completed
Lobby & Front Desk	1	1	Completed
Guest Room Corridors / Floors / Stairwells	1	1	Completed
Guest Lifts	1	1	Completed
Public Restrooms	1	1	Completed
Wheelchair Accessible Public Restrooms	1	1	Completed
MiniGym / Fitness	1	1	Completed
Swimming Pool	1	1	Completed
Other Leisure Facilities	1	1	Completed
Meeting Rooms	1	1	Completed
F&B Restaurant	1	1	Completed
F&B Bar	1	1	Completed
Kitchen	1	1	Completed
Employee Facilities	1	1	Completed
Housekeeping & Laundry	1	1	Completed
Maintenance & Engineering	1	1	Completed
IT Systems	1	1	Completed
Human Resources	1	1	Completed
Product Replacement Cycles	1	1	Completed
Service Standards	1	1	Completed

All Completed

In the Audit Summary Page, when you have completed and submitted all the Checklists, the Audit's *Status* will change from *Not Completed* to *Completed* as shown below:



INTERCONTINENTAL
HOTELS GROUP

Welcome QES Hotel User 1

[Home](#) [Close Window](#)

[Home](#) > [Audit Summary](#)

Audit Summary

Hotel Information
 Hotel Name: Holiday Inn LONDON-KENSINGTON FORUM

Audit Summary - Full Annual Self Audits

Audit	Audit Period	Status	View
Full Annual Self Audit 2005	2005	Completed	Report
Full Annual Self Audit 2004	2004	Completed	Report

Audit Summary - Partial Self Audits

Partial Self Audits 2005	Audit Period	Status	View
Partial Self Audit Q1	2005	Not Completed	-
Partial Self Audit Q2	2005	Not Completed	-
Partial Self Audit Q3	2005	Not Completed	-
Partial Self Audit Q4	2005	Not Completed	-

Partial Self Audits 2004	Audit Period	Status	View
Partial Self Audit Q1	2004	Completed	Report
Partial Self Audit Q2	2004	Not Completed	-
Partial Self Audit Q3	2004	Not Completed	-
Partial Self Audit Q4	2004	Completed	Report

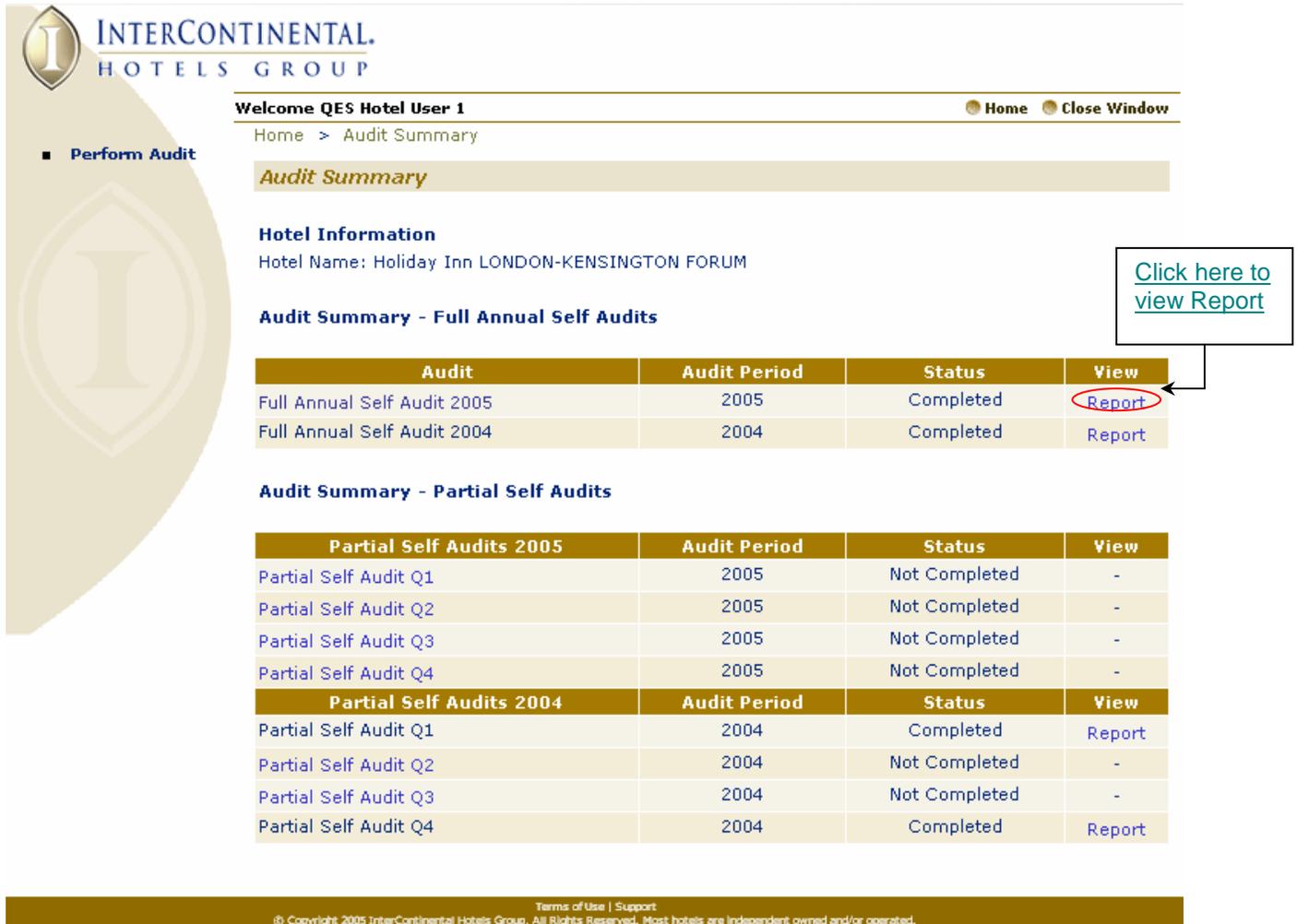
[Status:](#)
[Completed](#)

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Upon completion of the audits, all relevant reports will be generated automatically by the system and are ready for immediate viewing.

6. VIEW REPORTS

In the Audit Summary page, click on *Report* link to view Report.



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Welcome QES Hotel User 1 [Home](#) [Close Window](#)

Home > Audit Summary

Audit Summary

Hotel Information
Hotel Name: Holiday Inn LONDON-KENSINGTON FORUM

Audit Summary - Full Annual Self Audits

Audit	Audit Period	Status	View
Full Annual Self Audit 2005	2005	Completed	Report
Full Annual Self Audit 2004	2004	Completed	Report

Audit Summary - Partial Self Audits

Partial Self Audits 2005	Audit Period	Status	View
Partial Self Audit Q1	2005	Not Completed	-
Partial Self Audit Q2	2005	Not Completed	-
Partial Self Audit Q3	2005	Not Completed	-
Partial Self Audit Q4	2005	Not Completed	-

Partial Self Audits 2004	Audit Period	Status	View
Partial Self Audit Q1	2004	Completed	Report
Partial Self Audit Q2	2004	Not Completed	-
Partial Self Audit Q3	2004	Not Completed	-
Partial Self Audit Q4	2004	Completed	Report

[Click here to view Report](#)

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After you click on the **Report** link, the following screen is displayed as shown below:

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Welcome QES Hotel User 1 Home Close Window

Home > Audit Summary > Report Menu

Perform Audit

Report Menu Back

- ▶ Summary Report
- ▶ Management Action Plan
- ▶ Graphs & Bar Charts
- ▶ Other Reports

Areas that have a score below threshold will require a Management Action Plan

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6.1. SUMMARY REPORT

Summary Report allows you to view the Evaluation Status results and details.

After you have clicked on the Summary Report, you will be able to view the screen as shown on the next page.

Quality Evaluation System - Microsoft Internet Explorer

Print Close

Summary Report Full Annual Self Audit 2004

Hotel	Holiday Inn LONDON-KENSINGTON FORUM	Location No: CN=jpqnn1/O=HOTEL	Holidex Code: LONHI
General Manager	Henning Fries	Date of Audit: 03 Aug 2004	
Evaluation Status	MAP Required Score below threshold in Fire Life Safety		Last Year's: N/A

Standards Compliance Scores

	Score	Threshold	Status
A) Fire Life Safety	98%	100%	MAP Required
B) Brand Specific	95%	95%	Pass

C) Cleanliness & Conditions

	Cleanliness			Conditions		
	Score	Threshold	Main Deficiency	Score	Threshold	Main Deficiency
• Guest Rooms	96%	90%	Spotted (1%)	96%	90%	Damaged (1%)
• Public Areas	94%	85%	Spotted (2%)	92%	85%	Stained (4%)
• Food & Beverage Areas	85%	85%	Spotted (5%)	85%	85%	Damaged (5%)
• Meeting / Conference Areas	91%	85%	Spotted (3%)	86%	85%	Scratched (5%)
• Back of House	88%	85%	Dirty (6%)	85%	85%	Damaged (10%)

Management Action Plan Deadline to be submitted: 02 Sep 2004

GSS Index	Current YTD Score 193	Current Year Goal (Min) 164	Last Year's YTD Score NA
------------------	---------------------------------	---------------------------------------	------------------------------------

Done Local intranet

To Print the Summary Report, click the **Print** button.

To Close the Summary Report window, click the **Close** button.

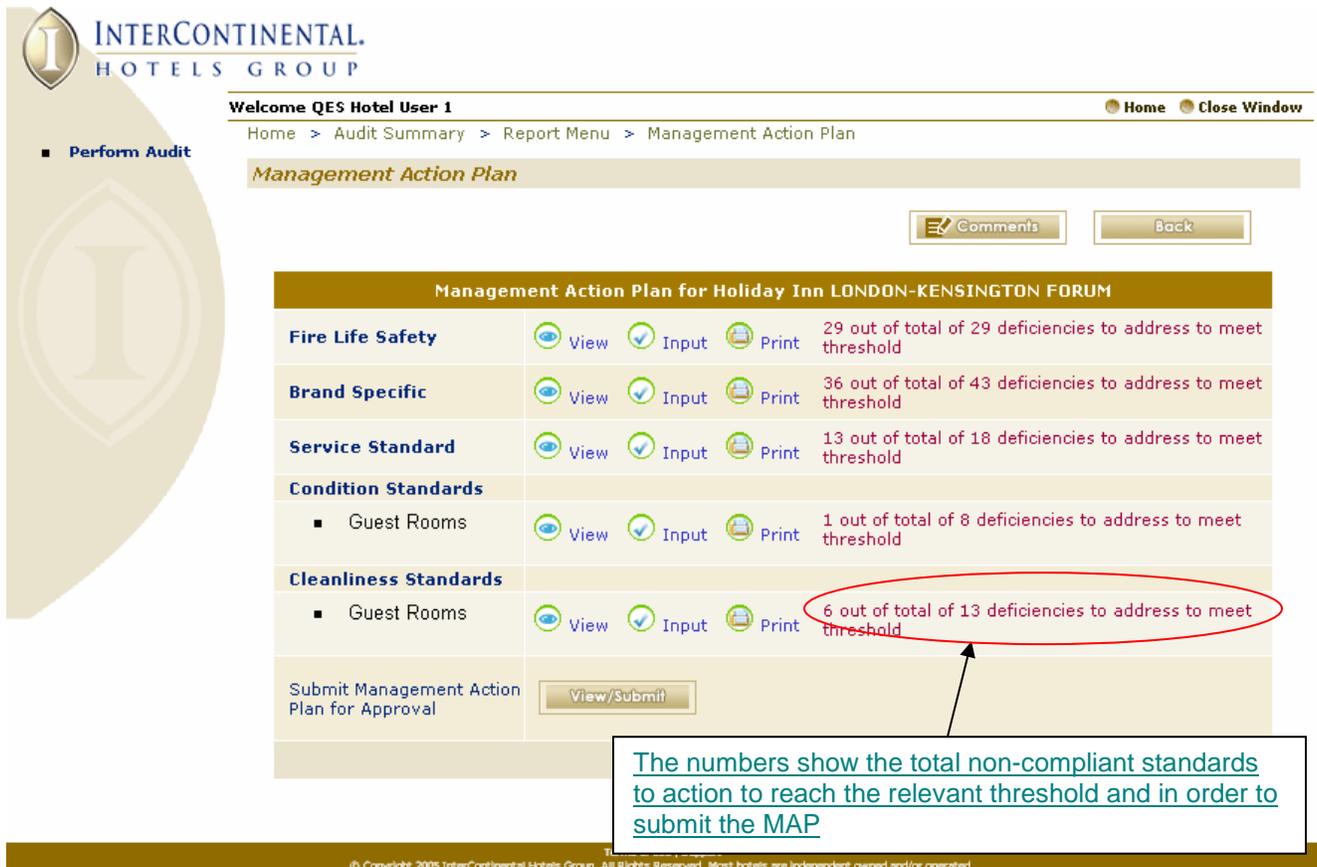
6.2. MANAGEMENT ACTION PLAN

The **Management Action Plan** link is shown only when there is a standards section with a score below the threshold and shows "MAP Required" in the Summary Report.

Management Action Plan will need to be submitted **30 days** after the completion of audit.

Example: If the audit is completed on 15 Jan 2004, the submission date for Management Action Plan will be on 14 Feb 2004.

In **Management Action Plan** page, it only shows you the Standards section(s) that scored below Threshold. In addition, it will also display the amount of deficiencies/non-compliance standards that need to be addressed to meet the relevant threshold.



Management Action Plan for Holiday Inn LONDON-KENSINGTON FORUM

Standard Category	View	Input	Print	Summary
Fire Life Safety				29 out of total of 29 deficiencies to address to meet threshold
Brand Specific				36 out of total of 43 deficiencies to address to meet threshold
Service Standard				13 out of total of 18 deficiencies to address to meet threshold
Condition Standards				
▪ Guest Rooms				1 out of total of 8 deficiencies to address to meet threshold
Cleanliness Standards				
▪ Guest Rooms				6 out of total of 13 deficiencies to address to meet threshold
Submit Management Action Plan for Approval	<input type="button" value="View/Submit"/>			

Management Action Plan

Home > Audit Summary > Report Menu > Management Action Plan

Comments Back

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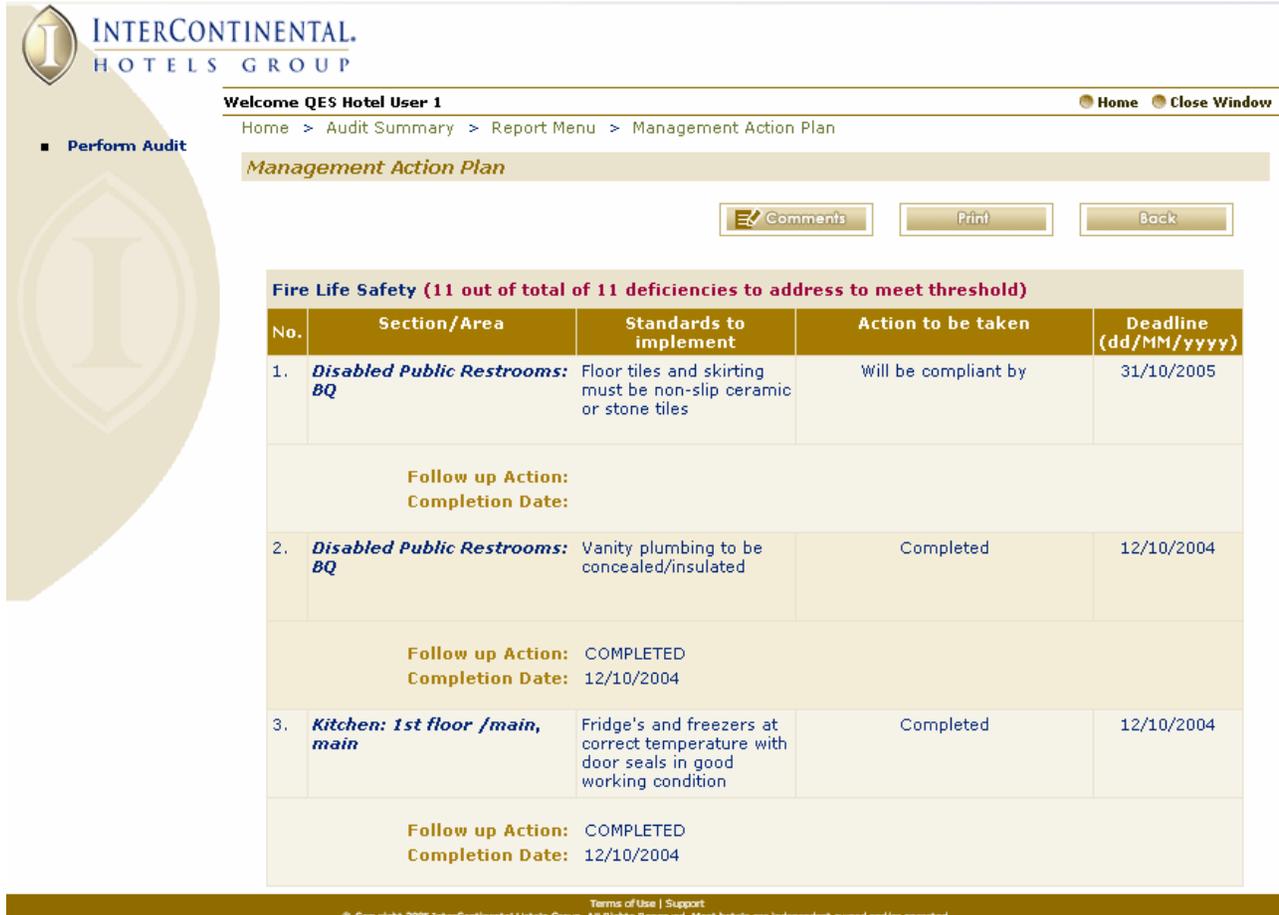
To view details, click on the **View** link as shown above.

To enter the Action to be taken, click on the **Input** link.

To print out the particular Management Action Plan, click on the **Print** link.

6.2.1 View Management Action Plan

By selecting on the **View** link, you will be able to view the Management Action Plan as displayed below:



The screenshot shows the 'Management Action Plan' page for a user named 'QES Hotel User 1'. The page features a navigation breadcrumb: Home > Audit Summary > Report Menu > Management Action Plan. A sidebar on the left includes a 'Perform Audit' link. The main content area is titled 'Management Action Plan' and contains three buttons: 'Comments', 'Print', and 'Back'. Below these buttons is a table with the following data:

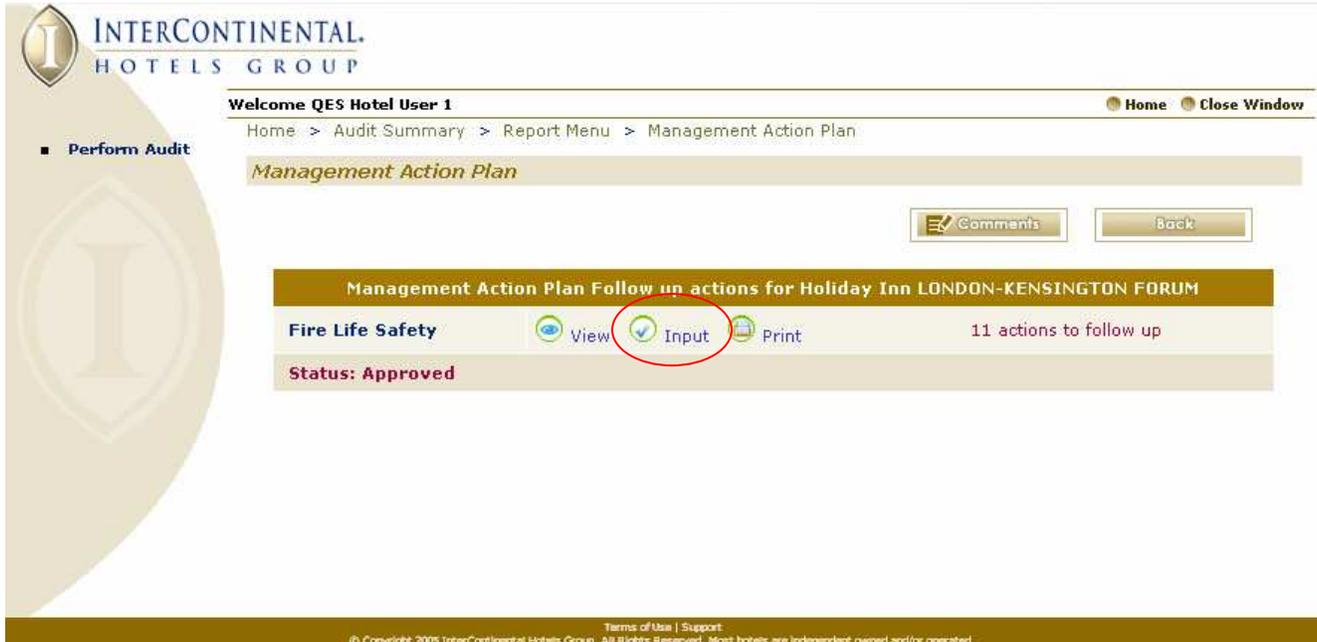
Fire Life Safety (11 out of total of 11 deficiencies to address to meet threshold)				
No.	Section/Area	Standards to implement	Action to be taken	Deadline (dd/MM/yyyy)
1.	Disabled Public Restrooms: BQ	Floor tiles and skirting must be non-slip ceramic or stone tiles	Will be compliant by	31/10/2005
Follow up Action: Completion Date:				
2.	Disabled Public Restrooms: BQ	Vanity plumbing to be concealed/insulated	Completed	12/10/2004
Follow up Action: COMPLETED Completion Date: 12/10/2004				
3.	Kitchen: 1st floor /main, main	Fridge's and freezers at correct temperature with door seals in good working condition	Completed	12/10/2004
Follow up Action: COMPLETED Completion Date: 12/10/2004				

At the bottom of the page, there is a footer with the text: 'Terms of Use | Support' and a copyright notice: '© Copyright 2005 InterContinental Hotels Group. All Rights Reserved. Most hotels are independent owned and/or operated.'

You will be able to view the different Sections/Area including the Standards that are non-compliant. If there are inputs entered initially, it will be shown in this page; otherwise the action to be taken and deadline column will not show any data.

6.2.2 Input Management Action Plan

To start entering the Actions to be taken and the Deadline, User clicks the ***Input*** link on the Management Action Plan Screen.



When you click the ***Input*** link, you will be able to view the Management Action Plan as displayed on the next page:

INTERCONTINENTAL HOTELS GROUP

Welcome QES Hotel User 1 Home Close Window

Home > Audit Summary > Report Menu > Management Action Plan

Management Action Plan

Comments Print Back

Fire Life Safety (11 out of total of 11 deficiencies to address to meet threshold)

No.	Section/Area	Standards to implement	Action to be taken	Deadline (dd/MM/yyyy)
1.	Disabled Public Restrooms: BQ	Floor tiles and skirting must be non-slip ceramic or stone tiles	Will be compliant by	31/10/2005
<p>Follow up Action: <input type="text"/></p> <p>Completion Date: <input type="text"/></p>				
2.	Disabled Public Restrooms: BQ	Vanity plumbing to be concealed/insulated	Completed	
<p>Follow up Action: <input type="text"/></p> <p>Completion Date: <input type="text"/></p>				
3.	Kitchen: 1st floor /main, main	Fridge's and freezers at correct temperature with door seals in good working condition	Completed	12/10/2004
<p>Follow up Action: <input type="text"/></p> <p>Completion Date: <input type="text"/></p>				

Save

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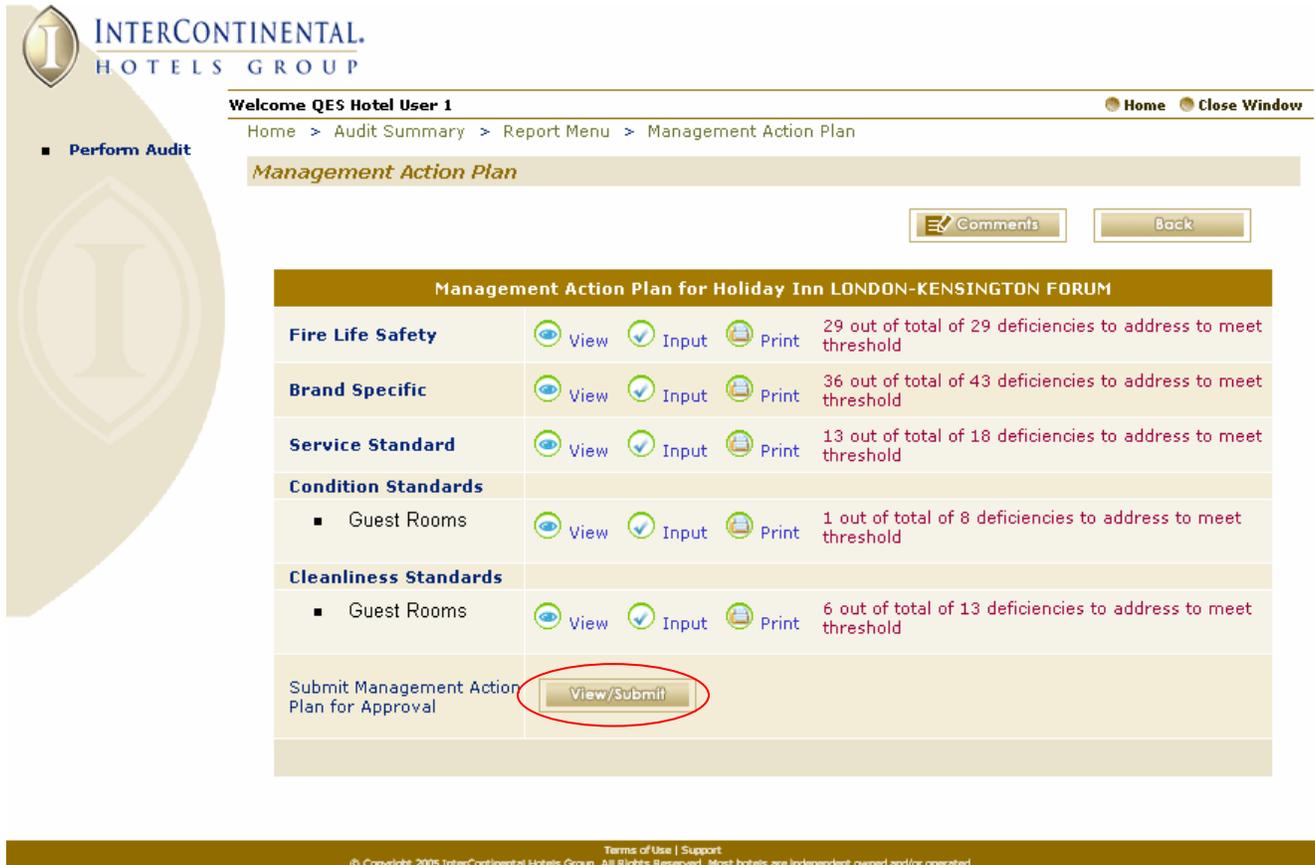
Click the **Save** button to save.

The pop up screen below shows that the Management Action Plan is saved successfully.



6.2.3 Submit Management Action Plan

Please click on the **View/Submit** button to submit the Management Action Plan.

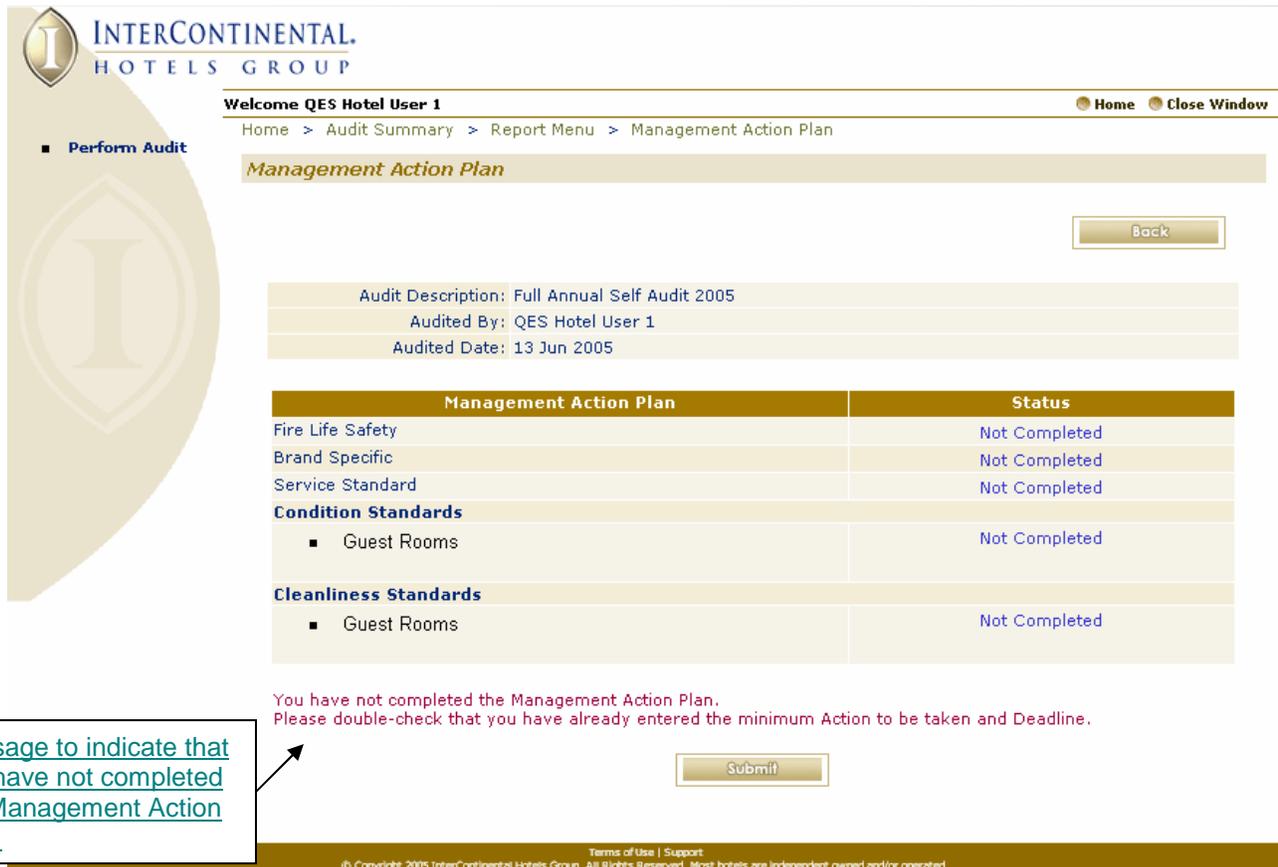


The screenshot shows the InterContinental Hotels Group QES interface. The user is logged in as 'Welcome QES Hotel User 1'. The breadcrumb trail is: Home > Audit Summary > Report Menu > Management Action Plan. The page title is 'Management Action Plan'. There are 'Comments' and 'Back' buttons. The main content is a table titled 'Management Action Plan for Holiday Inn LONDON-KENSINGTON FORUM'.

Management Action Plan for Holiday Inn LONDON-KENSINGTON FORUM				
Fire Life Safety	View	Input	Print	29 out of total of 29 deficiencies to address to meet threshold
Brand Specific	View	Input	Print	36 out of total of 43 deficiencies to address to meet threshold
Service Standard	View	Input	Print	13 out of total of 18 deficiencies to address to meet threshold
Condition Standards				
▪ Guest Rooms	View	Input	Print	1 out of total of 8 deficiencies to address to meet threshold
Cleanliness Standards				
▪ Guest Rooms	View	Input	Print	6 out of total of 13 deficiencies to address to meet threshold
Submit Management Action Plan for Approval				

At the bottom of the page, there is a footer with the text: Terms of Use | Support © Copyright 2005 InterContinental Hotels Group. All Rights Reserved. Most hotels are independent owned and/or operated.

After you have clicked on the **View/Submit** link, the following screen will be shown.



INTERCONTINENTAL HOTELS GROUP

Welcome QES Hotel User 1 Home Close Window

Home > Audit Summary > Report Menu > Management Action Plan

Management Action Plan

Back

Audit Description:	Full Annual Self Audit 2005
Audited By:	QES Hotel User 1
Audited Date:	13 Jun 2005

Management Action Plan	Status
Fire Life Safety	Not Completed
Brand Specific	Not Completed
Service Standard	Not Completed
Condition Standards	
■ Guest Rooms	Not Completed
Cleanliness Standards	
■ Guest Rooms	Not Completed

You have not completed the Management Action Plan.
Please double-check that you have already entered the minimum Action to be taken and Deadline.

Submit

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[Message to indicate that you have not completed the Management Action Plan.](#)

If you have completed all the required actions to be taken in the Management Action Plan in order to meet the threshold, the status will show that it is **completed**. If the status shows **Not Completed** you will be able to click on **Not Completed** hyperlink to go to the designated section in the Management Action Plan to input the remaining Actions to be taken including the Deadline that are required to meet the threshold.

If you have not completed the Management Action Plans stating each action to be taken and deadline for the minimum standards to action to reach the relevant section threshold, you will not be able to submit the Management Action Plan. A message highlighted in red will be flagged to state incompleteness of the Management Action Plan.



Important Note

The Management Action Plan can only be submitted when the number of deficiencies out of the total number of deficiencies is completed. These deficiencies are to be actioned with the relevant deadlines.

For example:

For Brand Specific, "23" deficiencies need to be actioned to meet threshold which means that in the Management Action Plan, "23" non-compliant standards need to be addressed with the action to be taken and the relevant deadline to be able to submit the MAP.

When you have completed the Management Action Plan for the deficiencies required to meet the relevant threshold, the following screen is displayed as below:



Once you have completed all the Management Action Plan sections required, you can click on the **Submit** button to submit the Management Action Plan. The following message will appear asking for your confirmation.



Once you have submitted the Management Action Plan, an email will be sent to the relevant functions related to your hotel.



When you have submitted the Management Action Plan, you can view the status of the submission.

Hotel Information

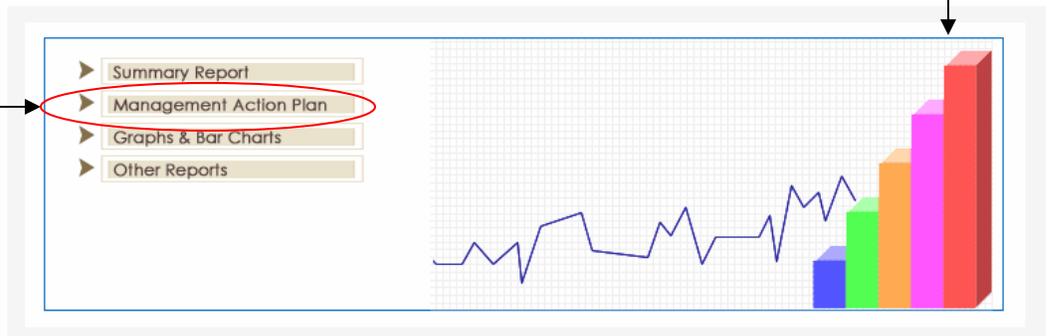
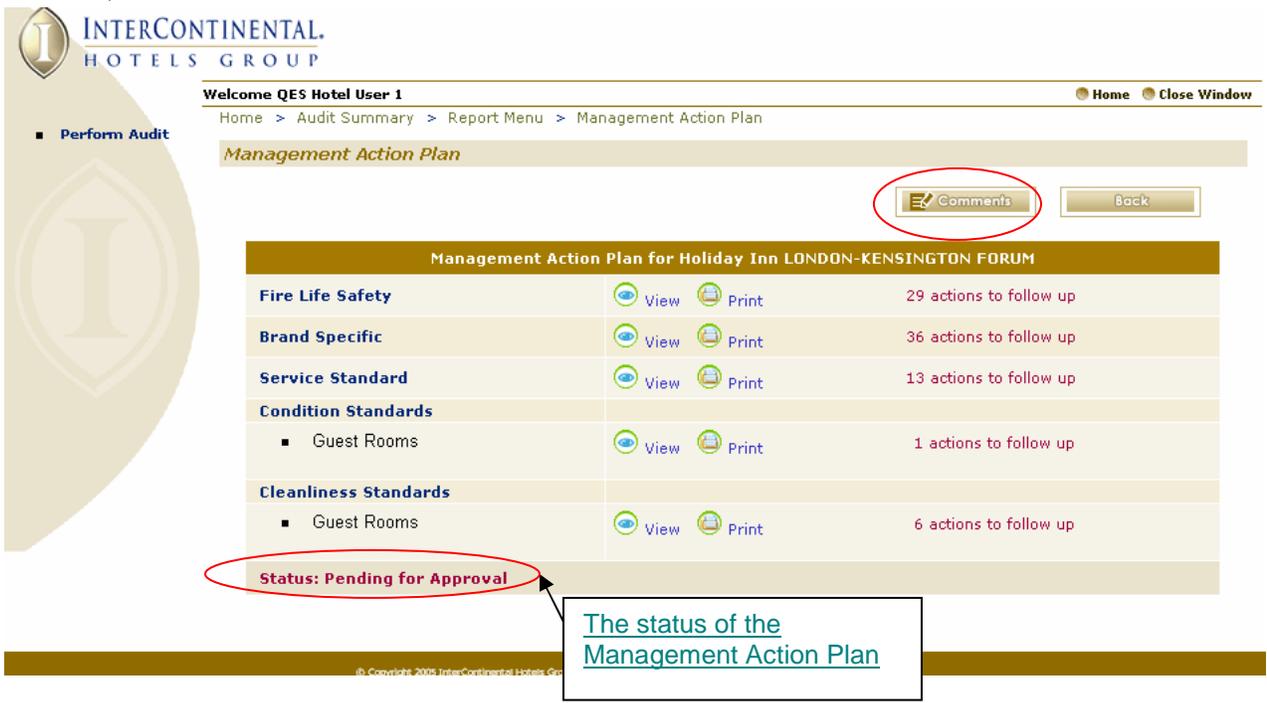
Hotel Name: Holiday Inn LONDON-KENSINGTON FORUM

Audit Summary - Full Annual Self Audits

Audit	Audit Period	Status	View
Full Annual Self Audit 2005	2005	Completed	Report
Full Annual Self Audit 2004	2004	Completed	Report

Click on the [Report link](#) and you will see the following screen.

Click on the [Management Action Plan](#) and you will see the following screen

Management Action Plan for Holiday Inn LONDON-KENSINGTON FORUM

Fire Life Safety	View Print	29 actions to follow up
Brand Specific	View Print	36 actions to follow up
Service Standard	View Print	13 actions to follow up
Condition Standards		
▪ Guest Rooms	View Print	1 actions to follow up
Cleanliness Standards		
▪ Guest Rooms	View Print	6 actions to follow up

Status: Pending for Approval

The status of the [Management Action Plan](#)

Currently, the status of the Management Action Plan is **'Pending for Approval'**. When the Management Action Plan has been approved, the status will be changed to **'Approved'**.

Click on the **Comments** button to add comments to the Report. The following screen will appear.

Comments:

Attachment:

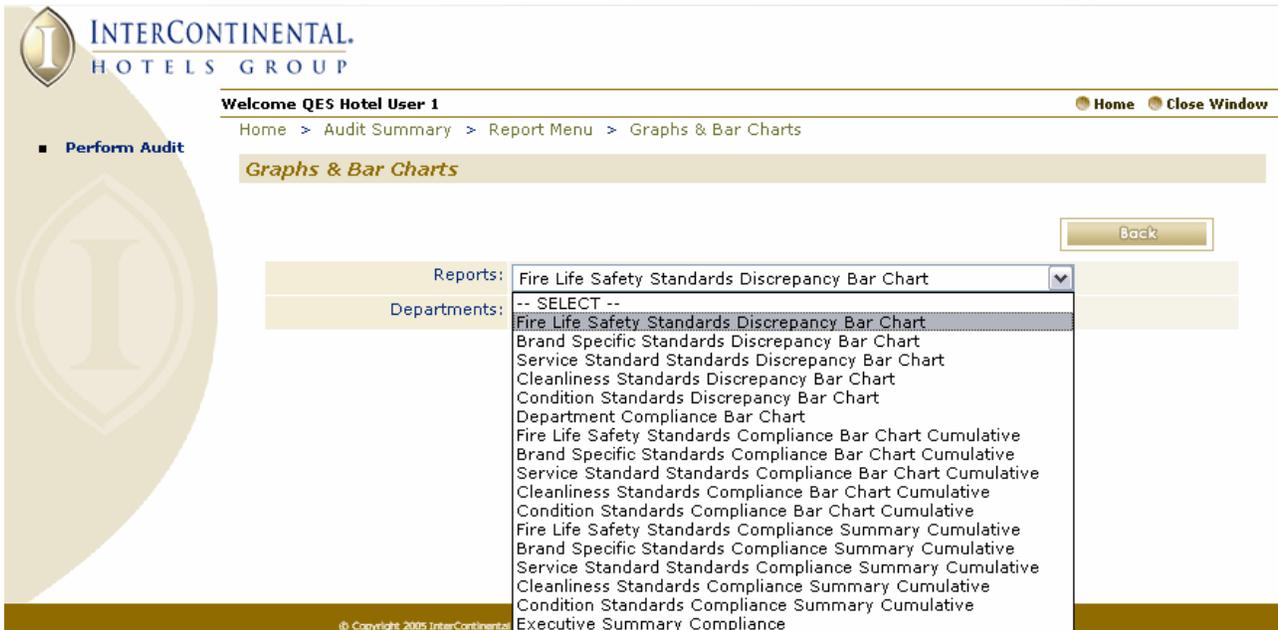
Enter your comments and add in any necessary attachments. Click on the **Submit** button when you are done and your approver will be able to view your comments.

6.3. GRAPHS & BAR CHARTS

Click on the **Graphs & Bar Chart** link on the Reports screen



Users have a wide variety of options to run graphs of reports that will prove very helpful to share the results of the audits in an easy to understand and presentable format, i.e. in Department Head meetings etc. You will be able to view the Graphs and Bar Charts by selecting the relevant graphs in the drop down box as displayed on the next page.



For example, you may generate the FLS % of Discrepancy by department graph. The following screen will be shown.



Welcome QES Hotel User 1

[Home](#) [Close Window](#)

[Home](#) > [Audit Summary](#) > [Report Menu](#) > [Graphs & Bar Charts](#)

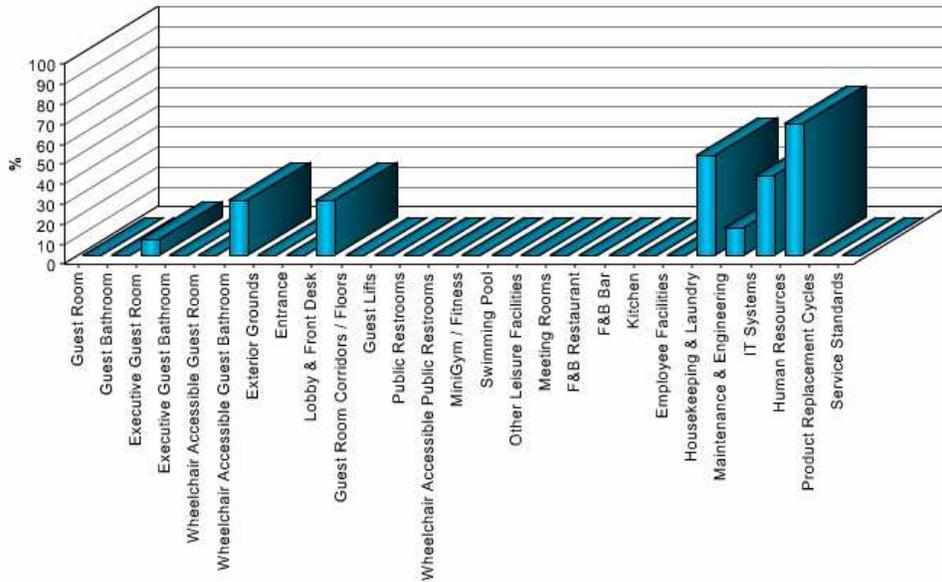
■ [Perform Audit](#)

Graphs & Bar Charts

[Print](#)

[Back](#)

Fire Life Safety Standards % of Discrepancy by Department

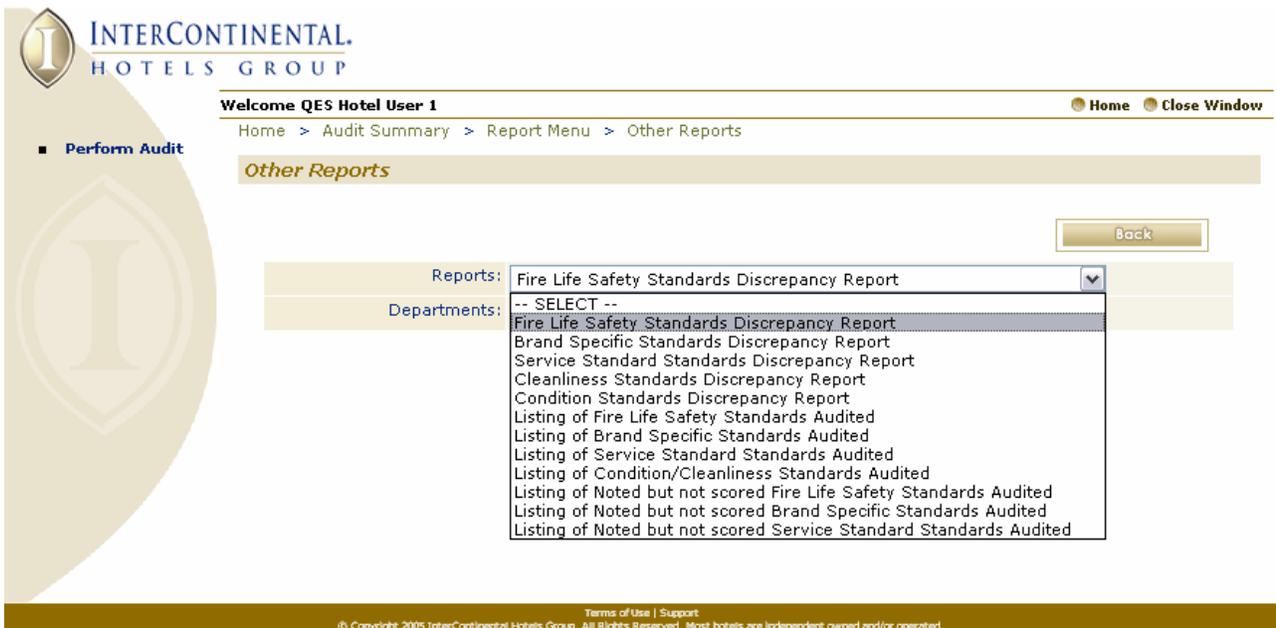


6.4 OTHER REPORTS

Click on **Other Reports** link.



Select the report type from the drop down box:



Select the department from the drop down box:

The screenshot displays the InterContinental Hotels Group Quality Evaluation System interface. At the top left is the IHG logo. The main header area includes the text "Welcome QES Hotel User 1" and navigation links for "Home" and "Close Window". Below this is a breadcrumb trail: "Home > Audit Summary > Report Menu > Other Reports". The "Perform Audit" menu item is selected. The "Other Reports" section is active, showing a "Reports:" dropdown menu set to "Fire Life Safety Standards Discrepancy Report" and a "Departments:" dropdown menu. The "Departments:" dropdown is open, showing a list of departments including "Guest Room", "Guest Bathroom", "Executive Guest Room", "Executive Guest Bathroom", "Wheelchair Accessible Guest Room", "Wheelchair Accessible Guest Bathroom", "Exterior Grounds", "Entrance", "Lobby & Front Desk", "Guest Room Corridors / Floors / Stairwells", "Guest Lifts", "Public Restrooms", "Wheelchair Accessible Public Restrooms", "MiniGym / Fitness", "Swimming Pool", "Other Leisure Facilities", "Meeting Rooms", "F&B Restaurant", "F&B Bar", "Kitchen", "Employee Facilities", "Housekeeping & Laundry", "Maintenance & Engineering", "IT Systems", "Human Resources", "Product Replacement Cycles", and "Service Standards". A "Back" button is located above the dropdown menu. At the bottom of the page, there is a footer with "Terms of Use | Support" and a copyright notice: "© Copyright 2005 InterContinental Hotels Group. All Rights Reserved. Most hotels are independent owned and/or operated."

Click on the **View** button after selecting.

For example, the FLS Discrepancy Report will be shown as displayed on the next page. You will be able to print the report result by clicking on the **Print** button.



Welcome QES Hotel User 1

Home Close Window

Home > Audit Summary > Report Menu > Graphs & Bar Charts

Perform Audit

Graphs & Bar Charts

Click here to print

Print

Back

Fire Life Safety Standards Discrepancies

Maintenance & Engineering Audit Checklist

	Discrepancy	Remarks
Detectors spaced as per manufacturer's recommendations, with minimum one detector per 85m ² .	Non Compliant	
Automatic emergency/back-up power available for fire alarm and detection system.	Non Compliant	
Extinguishers are appropriate (CO2 near electrical switch panels, fire blankets in kitchens, etc).	Non Compliant	
Hand held extinguishers have valid maintenance tag.	Non Compliant	
Maximum travel distance to a fire extinguisher does not exceed 25m.	Non Compliant	
Parking areas, driveways/courtyards illuminated to ensure guest safety (IHG standards or local/national regulations)	Non Compliant	
Arrangements for storage and use of hazardous materials such as bulk liquid petroleum gas and oil have been risk assessed	Non Compliant	
Walls behind mirrors are solid. There are no maintenance access holes behind mirrors	Non Compliant	
Heating/cooling ducts and exhaust vents are designed or modified to prevent unauthorised visual access	Non Compliant	
Manual and automatic fuel/power cut off provided on boilers	Non Compliant	
Ignitable materials (eg. paints and solvents) kept to minimum and stored in fire-proof containers, away from hazardous operations. Where available and practicable, safer alternatives used, such as water-based paints.	Non Compliant	
Fire/safety signage (all) in local language(s) and English, including pictograms where appropriate.	Non Compliant	

*** End ***