

FIGURE 6.3: Check Sheet for a Service Process

Hotel Operation Check Sheet Name of data recorder: RVR Location: Chennai, India Data collection dates: 05/23 to 04/27						
DEFECT/ COMPLAINT TYPE	DAYS					
	M	Tu	W	Th	F	TOTAL
Inefficient housekeeping						11
Room service delay						6
Discourteous hotel staff						14
No internet service						6
Noisy hotel guests						7