Event Secret Service

# Operational Service Standard Report

| | | |
|---|---|---|
| **Submitted By:** | | |
| **For the Month of:** | August | 2024 |
| **Submitted Time:** | 2024-08-09 10:55:56 | |

| Operational Service Score | | Services | Values |
|---|---|---|---|
| Professionalism | 1 | Personal grooming | 0 |
| | 2 | Professional Knowledge | 0 |
| | 3 | Customer Service | 0 |
| Service Quality | 1 | Cleaning and inspection frequencies | 0 |
| | 2 | No. of substantiated complaints / feedback received | 0 |
| | 3 | Timely joint inspection | 0 |
| | 4 | Meet submission timeline for monthly report | 0 |
| | 5 | Content of report is clear and comply to Clause 19 of the Requirement Specifications. | 0 |
| Health and Safety | 1 | Adhere to safe working procedures (including working on powered cleaning equipment) | 0 |
| | 2 | Personal protective equipment (PPE) | 0 |
| Care for the Environment | 1 | Using eco-friendly cleaning chemicals | 0 |
| | 2 | Using eco-friendly paper products and liners | 0 |
| | 3 | Recycling efforts | 0 |

| | |
|---|---|
| **Operational Service Score:** | [(0.0/Max 42 points)*60%] = 0.0 |
| **Cleaning Performance Score:** | 0.0 |

| S/N | Score components | Weightage | Actual Score | % of the total score for the |
|---|---|---|---|---|
| **1** | **Operational Service Score** | **60** | **0.0** | **0.0** |
| **2** | **Cleaning Performance Score** | **40** | **0.0** | **0.0** |
| | **TOTAL** | **100** | | **0.0** |