

Audit Report for Audit ID - AU00350-1

Front Office Functions


Audit Score

70/100

Details

Audit	AU00350
Scheduled Audit	AU00350-1
Location	Chennai
Hotel	GreenPark Hotel- GPC
Department	Front Office Dept
Checklist	Front Office Functions
Audit Type	Internal
Auditor	Rama Govinda Reddy
Start Date	24-12-2018
End Date	29-12-2018
Submitted Date	24-12-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	7
Chronic Issues	0

Comparison

GREENPARK HOTEL- GPC FRONT OFFICE FUNCTIONS				
FRONT OFFICE FUNCTIONS		Dec 2018	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED		
1	Front Office	70	-	-
Audit Score		 70	-	-

	80-100 = Green	Good / Excellent
	61-79 = Yellow	Average
	60 below is Red	Poor / Fair

Non-Compliance

Section: Front Office

Subsection: FO Function

1: Revenue loss on early check-in & late check out's **NC**

Rating: 7

Attachments :

QUE149_DOC_20181224_125358.xls

QUE149_DOC_20181224_125401.xls

2: Photo id & Address proofs. **NC**

Rating: 7

3: Allowances and approvals. **NC**

Rating: 6

Attachments :

QUE155_DOC_20181224_125536.xls

4: Reservation slips & Vouchers attached to the bills. **NC**

Rating: 7

5: No show rooms retention charged. **NC**

Rating: 5

Attachments :

QUE157_DOC_20181224_125630.xls

6: Other Front office bills. **NC**

Rating: 6

7: Day audit report. **NC**

Rating: 5

Attachments :

QUE161_DOC_20181224_125738.xls

Chronic

No chronic issues found

Audit Questionnaire

Section: Front Office

Subsection: FO Function

- 1: Revenue loss on early check-in & late check out's **NC**
 Rating: 7
 Attachments :
 QUE149_DOC_20181224_125358.xls
 QUE149_DOC_20181224_125401.xls
- 2: Plan sales not mentioned properly (Even in system was Not shown AP plan)
 Rating: 8
- 3: Taxes Excess /short collected.
 Rating: 8
- 4: Service tax not collection. ☒ Not Applicable
- 5: Photo id & Address proofs. **NC**
 Rating: 7
- 6: Room sold more than 30% discount.
 Rating: 8
 Attachments :
 QUE154_DOC_20181224_125515.xls
 QUE154_DOC_20181224_125519.xls
 QUE154_DOC_20181224_125523.xls
- 7: Allowances and approvals. **NC**
 Rating: 6
 Attachments :
 QUE155_DOC_20181224_125536.xls
- 8: Reservation slips & Vouchers attached to the bills. **NC**
 Rating: 7
- 9: No show rooms retention charged. **NC**
 Rating: 5
 Attachments :
 QUE157_DOC_20181224_125630.xls
- 10: List of re-open last 3 months.
 Rating: 9
 Attachments :
 QUE158_DOC_20181224_125705.xls
- 11: Same company different tariff charged.
 Rating: 8

Attachments :

QUE159_DOC_20181224_125716.xls

12: Other Front office bills. **NC**

Rating: 6

13: Day audit report. **NC**

Rating: 5

Attachments :

QUE161_DOC_20181224_125738.xls