

# Audit Report for Audit ID - AU00211-1

## VA- Front Office & SPA


Audit Score

71/100

### Details

Audit	AU00211
Scheduled Audit	AU00211-1
Location	Chennai
Hotel	GreenPark Hotel- GPC
Department	Front Office Dept
Checklist	VA- Front Office & SPA
Audit Type	External
Auditor	Venkat Associates
Start Date	17-09-2018
End Date	20-09-2018
Submitted Date	20-09-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	18
Chronic Issues	0

## Comparison

GREENPARK HOTEL- GPC VA- FRONT OFFICE & SPA				
VA- FRONT OFFICE & SPA		Sep 2018	VARIANCE	% of Increase / Decrease (- / +)
S.No	Sections	SCORE OBTAINED		
1	Front Office	71	-	-
Audit Score		 71	-	-

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

# Non-Compliance

## Section: Front Office

### Subsection: C-Form

- 1: Whether C-form submitted for foreigners within 24 hours of check-in? **NC**

Rating: 7

Attachments :

QUE3\_DOC\_20180919\_122752.xlsx

Observation Text :

For 89 foreign nationals C-form was not submitted on comparing the details available in IDS

- 2: Whether departure details are updated in c form portal? **NC**

Rating: 7

Attachments :

QUE6\_DOC\_20180919\_122834.xlsx

Observation Text :

For 2 instance check out date not updated for the foreign guests under Checkout/Departure entry in FRRO website.

- 3: Whether Passport, VISA & Nationality details of Foreign guests are updated in IDS or not and are same as per C-form submitted data? **NC**

Rating: 7

Attachments :

QUE8\_DOC\_20180919\_122658.xlsx

Observation Text :

Passport & VISA details were not updated in IDS

## Section: Front Office

### Subsection: Cashiering

- 1: Are FOREX rates updated daily in the display area? **NC**

Rating: 0

Observation Text :

Unit does not have practice of displaying Forex rate list in the Front Office department.

- 2: Whether cashier signature available on the encashment certificate? **NC**

Rating: 7

Attachments :

QUE12\_DOC\_20180919\_124534.xlsx

Observation Text :

Cashier signature was not available in the encashment certificate

## Section: Front Office

### Subsection: CVGR Process

1: Whether agreement for the current year of audit available for all CVGR companies ?  
Whether the rates updated in the rate master list is as per agreement and whether the billings are made as per the same? If NO, financial impact to be given. **NC**

Rating: 5

Attachments :

QUE18\_DOC\_20180919\_125304.xlsx

QUE18\_DOC\_20180919\_125309.xlsx

Observation Text :

"The agreement was renewed for the current period. Mail communication were verified. Differences between CVGR rate and billing amounts to short change of Rs. 0.65 Lakhs in 82 instances And excess charge of Rs.0.57 lakhs in 39 instances Many instances are observed where the current year rate is not updated in SALES FORCE though the guests have given business (room nights). The rate billed were as per previous year rate. We were informed that they are still in the negotiation."

2: Whether BTC voucher / letter attached with the GRC and whether BTC vouchers are raised within the time as per SOP? **NC**

Rating: 7

Attachments :

QUE20\_DOC\_20180919\_125443.xlsx

Observation Text :

Delays of upto 16 days was observed in raising the BTC bills.

3: Whether credit limit and period defined and are there any discrepancies between credit period / credit limit as per approval form and system update? **NC**

Rating: 0

Observation Text :

Credit limit not fixed

4: Are there any duplicate company code in IDS? **NC**

Rating: 7

Attachments :

QUE23\_DOC\_20180919\_125652.xlsx

Observation Text :

Duplication of Companies' accounts codes in IDS. In a solitary instance, there were transactions in both the codes. Highlighted in Annexure.

5: Whether No shows / cancellation past the stipulated time charged to the guest and Wherever no shows are charged to the card, whether payment slip attached for each transaction? **NC**

Rating: 5

Attachments :

QUE25\_DOC\_20180919\_125753.xlsx

Observation Text :

"No show is charged only to the OTA booking. Access to cancel reservation in IDS given to all the user without any restriction"

6: Whether the agreed room nights and or revenue proposed in agreement / mail communication are actually achieved as to have agreed for a special rate by GP? **NC**

Rating: 3

Attachments :

QUE27\_DOC\_20180919\_125954.xlsx

Observation Text :

On random verification of agreements, Companies did not adhere to the above clause as they did not book Guaranteed Room Nights resulting in potential revenue loss of Rs.4.54 Lakh. Also there is no penalty clause in agreement if companies don't adhere to the said clause.

**Section:** Front Office

**Subsection:** Room Transfers and Upgradation

1: Analysis on Room transfers to be carried out and highlight the controllable reasons

**NC**

Rating: 7

Attachments :

QUE28\_DOC\_20180919\_130015.xlsx

Observation Text :

Analysis on Room transfers was carried out and it was observed that 39.67 % of Total Room transfers i.e 192 out of 484 instances were in nature of complaints and were controllable. Inferences: No reason was mentioned for 137 Room transfers which totals to 71.35 %, 17 Room transfers which totals to 8.85% were due to guest complaints. 21 Room transfers which totals to 10.94 % were due to Technical Problems with Air conditioner and IDS.

2: Are the Room transfer slips raised with complete details ? **NC**

Rating: 0

Observation Text :

Unit has no practice of using the room transfer slips for room transfer. Note: However Room transfer list was updated in the IDS.

**Section:** Front Office

**Subsection:** Physical Verification

1: Whether the guest baggage and left behind luggage registers are maintained and updated as and when the luggage are handed over to the guest? **NC**

Rating: 7

Attachments :

QUE43\_DOC\_20180919\_140351.xlsx

Observation Text :

Left behind baggage register was verified on 11-jul-2018 at 18:00 and it was observed that 7 bags are lying in the room for more than 80days. Guest's baggage details were not updated in the register

2: Are there any missing keys and whether documentation is available with the ratification by the Duty manager / FOM? **NC**

Rating: 7

Attachments :

QUE44\_DOC\_20180919\_140404.xlsx

Observation Text :

On verification of Room keys observed variance of 7 keys as on 19-Jul-18 at 16:55 Hrs. Also no record maintained for the issue of double keys. Analysis on missing Room keys from 01-Apr-18 to 19-Jul-18 was carried out and it was observed that there were 368 missing keys. This results in a financial loss of Rs.0.60 Lakh. (considering the cost of Rs.162.52/- per key).

3: Any variance found during the physical verification of Medicine Stock ? **NC**

Rating: 0

Observation Text :

The Medicine stock is not being updated in the Bdesk since Apr'18

**Section:** Front Office

**Subsection:** SPA

1: Whether all the agreements are renewed and up to date? **NC**

Rating: 0

Observation Text :

SPA agreement is yet to be renewed

2: Whether the agreement is signed by both the parties? **NC**

Rating: 0

Observation Text :

SPA agreement is yet to be renewed

## Chronic

No chronic issues found

# Audit Questionnaire

**Section:** Front Office

**Subsection:** C-Form

1: Whether Passport and visa details collected for foreigners?

Rating: 9

Observation Text :

Passport & visa was collected from foreigners

2: Visa period is not nearing expiry and is checked for validity?

Rating: 9

Observation Text :

No expired passport and visa

3: Whether C-form submitted for foreigners within 24 hours of check-in? **NC**

Rating: 7

Attachments :

QUE3\_DOC\_20180919\_122752.xlsx

Observation Text :

For 89 foreign nationals C-form was not submitted on comparing the details available in IDS

4: Whether C-form submitted for Pakistani, Afghanistan and Bangladeshi citizens within 12 hours of check-in?

Rating: 9

Observation Text :

Form C was properly submitted.

5: Whether submitted C-form details are same as per Passport and Visa copies

Rating: 8

Attachments :

QUE5\_DOC\_20180919\_122816.xlsx

Observation Text :

Same passport number updated for two different guest in C Form submission, Same passport updated for 2 people in IDS

6: Whether departure details are updated in c form portal? **NC**

Rating: 7

Attachments :

QUE6\_DOC\_20180919\_122834.xlsx

Observation Text :

For 2 instance check out date not updated for the foreign guests under Checkout/Departure entry in FRRO website.

7: Whether for all foreign nationals C-form have been submitted? (Comparison between



IDS report based on the nationality and submission of C-form).

Rating: 8

Attachments :

QUE7\_DOC\_20180919\_122848.xlsx

Observation Text :

Difference between guest nationality as per IDS and C Form. Already covered in point 3 above

8: Whether Passport, VISA & Nationality details of Foreign guests are updated in IDS or not and are same as per C-form submitted data? **NC**

Rating: 7

Attachments :

QUE8\_DOC\_20180919\_122658.xlsx

Observation Text :

Passport & VISA details were not updated in IDS

**Section:** Front Office

**Subsection:** Cashiering

1: Are FOREX rates updated daily in the display area? **NC**

Rating: 0

Observation Text :

Unit does not have practice of displaying Forex rate list in the Front Office department.

2: Any delay in update of Forex rates in IDS?

Rating: 8

Attachments :

QUE10\_DOC\_20180919\_124303.xlsx

Observation Text :

Thomas Cook rates were not updated in IDS for 13 days despite receiving mail. There are no transactions for the given dates. Non-updating of FOREX rates leading to short and excess collection from the guests.

3: Whether Forex currencies are sold to the Thomas cook without any delay resulting in loss to the unit ?

Rating: 8

Attachments :

QUE11\_DOC\_20180919\_124345.xlsx

Observation Text :

In a solitary instance, Forex encashment was short collected from Thomas cook of Rs.694/-.F34

4: Whether cashier signature available on the encashment certificate? **NC**

Rating: 7

Attachments :

QUE12\_DOC\_20180919\_124534.xlsx

## Observation Text :

Cashier signature was not available in the encashment certificate

5: Whether guest signature taken on the encashment certificate?

Rating: 8

Attachments :

QUE13\_DOC\_20180919\_124619.xlsx

## Observation Text :

In a solitary instance, Guest signature was not available on encashment certificate.

6: Whether passport of the guest encasing foreign exchange collected and documented?

Rating: 8

Attachments :

QUE14\_DOC\_20180919\_124700.xlsx

## Observation Text :

In a couple of instances, Photo copies of visa not attached with the encashment certificate, In three instances, Passport No not updated & Nationality wrongly updated

7: Are Actual foreign exchange done tallied with paid out transaction report in IDS?

Rating: 9

8: Any delay in accounting the Forex amount in the ledgers with gain or loss ?

Rating: 9

## Observation Text :

No delay in accounting the forex

9: Are Physical cash tallied with IDS cash in Front office ?

Rating: 8

Attachments :

QUE17\_DOC\_20180919\_125206.xlsx

## Observation Text :

Physical verification of cash at front office as on 19-Jul-18 and short variance of Rs.760/-

**Section: Front Office****Subsection: CVGR Process**

1: Whether agreement for the current year of audit available for all CVGR companies ?  
Whether the rates updated in the rate master list is as per agreement and whether the billings are made as per the same? If NO, financial impact to be given. **NC**

Rating: 5

Attachments :

QUE18\_DOC\_20180919\_125304.xlsx

QUE18\_DOC\_20180919\_125309.xlsx

## Observation Text :

"The agreement was renewed for the current period. Mail communication were

verified. Differences between CVGR rate and billing amounts to short change of Rs. 0.65 Lakhs in 82 instances And excess charge of Rs.0.57 lakhs in 39 instances  
Many instances are observed where the current year rate is not updated in SALES FORCE though the guests have given business (room nights). The rate billed were as per previous year rate. We were informed that they are still in the negotiation."

2: Whether the agreements are signed by both the parties?

Rating: 9

3: Whether BTC voucher / letter attached with the GRC and whether BTC vouchers are raised within the time as per SOP? **NC**

Rating: 7

Attachments :

QUE20\_DOC\_20180919\_125443.xlsx

Observation Text :

Delays of upto 16 days was observed in raising the BTC bills.

4: Does the Access to alter CVGR rate is given only as per the responsibility matrix defined?

Rating: 9

5: Whether credit limit and period defined and are there any discrepancies between credit period / credit limit as per approval form and system update? **NC**

Rating: 0

Observation Text :

Credit limit not fixed

6: Are there any duplicate company code in IDS? **NC**

Rating: 7

Attachments :

QUE23\_DOC\_20180919\_125652.xlsx

Observation Text :

Duplication of Companies' accounts codes in IDS. In a solitary instance, there were transactions in both the codes. Highlighted in Annexure.

7: Are there any difference in meal plan as agreed and provided and are there any approvals available for the deviation?

Rating: 9

8: Whether No shows / cancellation past the stipulated time charged to the guest and Wherever no shows are charged to the card, whether payment slip attached for each transaction? **NC**

Rating: 5

Attachments :

QUE25\_DOC\_20180919\_125753.xlsx

Observation Text :

"No show is charged only to the OTA booking. Access to cancel reservation in IDS given to all the user without any restriction"

9: Whether no shows waivers properly authorized by the concerned?

Rating: 9

Observation Text :

Waivers are properly authorized by the AVP

10: Whether the agreed room nights and or revenue proposed in agreement / mail communication are actually achieved as to have agreed for a special rate by GP? **NC**

Rating: 3

Attachments :

QUE27\_DOC\_20180919\_125954.xlsx

Observation Text :

On random verification of agreements, Companies did not adhere to the above clause as they did not book Guaranteed Room Nights resulting in potential revenue loss of Rs.4.54 Lakh. Also there is no penalty clause in agreement if companies don't adhere to the said clause.

**Section:** Front Office

**Subsection:** Room Transfers and Upgradation

1: Analysis on Room transfers to be carried out and highlight the controllable reasons

**NC**

Rating: 7

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QUE28\_DOC\_20180919\_130015.xlsx

Observation Text :

Analysis on Room transfers was carried out and it was observed that 39.67 % of Total Room transfers i.e 192 out of 484 instances were in nature of complaints and were controllable. Inferences: No reason was mentioned for 137 Room transfers which totals to 71.35 %, 17 Room transfers which totals to 8.85% were due to guest complaints. 21 Room transfers which totals to 10.94 % were due to Technical Problems with Air conditioner and IDS.

2: Are the Room transfer slips raised with complete details ? **NC**

Rating: 0

Observation Text :

Unit has no practice of using the room transfer slips for room transfer. Note: However Room transfer list was updated in the IDS.

3: Any Short/Excess GST charged and collected from the guests due to Room upgradations or Degradations?

Rating: 8

**Section:** Front Office

**Subsection:** Extra Bed

1: Is there any documented SOP on control of extra beds ? ☒ Not Applicable

2: Are the extra bed slips available and documented? ☒ Not Applicable

- 3: Do extra bed slips bear pre printed serial number? ☒ Not Applicable
- 4: Are the extra bed slips authorized by the concern? ☒ Not Applicable
- 5: Any rate mismatch between the Reservation, extra bed slips and the Rate charged as per IDS ? ☒ Not Applicable
- 6: Are the extra bed slips authenticated by the Housekeeping and Front office departments? ☒ Not Applicable
- 7: Is IDS configured to charge GST at straight 18 % on extra bed charges ?  
Rating: 9
- 8: Any Short/Excess GST charged and collected from the guests while charging extra beds?  
Rating: 9

**Section:** Front Office**Subsection:** Guest Complaints or Feedback Registers

- 1: Any guest feedback register available at the front desk ?  
Rating: 9
- 2: Is the guest feedback register updated accordingly with complete details like Date, Guest Name, Room No, Nature of Complaint, Time of receipt of complaint, Received by, Informed to, Time of rectification, Remarks.  
Rating: 9
- 3: Analysis on Guest complaints to be carried out and highlight the frequent complaints.  
☒ Not Applicable

**Section:** Front Office**Subsection:** Physical Verification

- 1: Any variance found during the physical verification of Locker keys ?  
Rating: 9
- 2: Whether the guest baggage and left behind luggage registers are maintained and updated as and when the luggage are handed over to the guest? **NC**  
Rating: 7  
Attachments :  
QUE43\_DOC\_20180919\_140351.xlsx

**Observation Text :**

Left behind baggage register was verified on 11-jul-2018 at 18:00 and it was observed that 7 bags are lying in the room for more than 80days. Guest's baggage details were not updated in the register

- 3: Are there any missing keys and whether documentation is available with the ratification by the Duty manager / FOM? **NC**  
Rating: 7

Attachments :

QUE44\_DOC\_20180919\_140404.xlsx

Observation Text :

On verification of Room keys observed variance of 7 keys as on 19-Jul-18 at 16:55 Hrs. Also no record maintained for the issue of double keys. Analysis on missing Room keys from 01-Apr-18 to 19-Jul-18 was carried out and it was observed that there were 368 missing keys. This results in a financial loss of Rs.0.60 Lakh. (considering the cost of Rs.162.52/- per key).

- 4: Any variance found during the physical verification of Medicine Stock ? **NC**  
Rating: 0

Observation Text :

The Medicine stock is not being updated in the Bdesk since Apr'18

- 5: Any variance found during the physical verification of Room Verification ?  
Rating: 9

**Section:** Front Office

**Subsection:** SPA

- 1: Whether all the agreements are renewed and up to date? **NC**  
Rating: 0

Observation Text :

SPA agreement is yet to be renewed

- 2: Whether the rent received are same as per the agreement and whether the same are received without any delay?  
Rating: 9

- 3: Whether Trade licences are renewed and up to date? ☒ Not Applicable

- 4: Whether the agreement is signed by both the parties? **NC**  
Rating: 0

Observation Text :

SPA agreement is yet to be renewed

- 5: Is the Changeability of tax mentioned on the Spa tariff card ?  
Rating: 9

- 6: Whether Rate as per Spa tariff card matched with the Spa bill ?  
Rating: 9

- 7: Whether the Spa bill accounted by the Front office personnel under the guest paid outs on the same day ?  
Rating: 9

- 8: Whether the paid out voucher or the bill signed by the guest and the Front office cashier ?

Rating: 9

9: Are the guest details confirmed by the Spa personnel with Front Office before providing the service ?

Rating: 9

10: Attendance Register for the Spa personnel verified by the security personnel during IN/OUT ?

Rating: 9

11: Is the cash carried by Spa personnel verified by the security personnel during IN/OUT ?

Rating: 9