

Audit Report for Audit ID - AU00131-1

SBS-FO Billing Accuracy


Audit Score

71/100

Details

Audit	AU00131
Scheduled Audit	AU00131-1
Location	Hyderabad
Hotel	GreenPark Hotel- GPH
Department	Front Office Dept
Checklist	SBS-FO Billing Accuracy
Audit Type	External
Auditor	Bhyrav M
Start Date	11-05-2018
End Date	15-05-2018
Submitted Date	15-05-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	16
Chronic Issues	0

Comparison

GREENPARK HOTEL- GPH SBS-FO BILLING ACCURACY				
SBS-FO BILLING ACCURACY		May 2018	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED		
1	Billing Accuracy	71	-	-
Audit Score		 71	-	-

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

Non-Compliance

Section: Billing Accuracy

Subsection: Check-in Procedures

- 1: Whether there any manual changes in the Room rate charged? **NC**
Rating: 7
- 2: Whether CVGR Agreements exist for all those CVGR Companies mentioned in IDS
NC
Rating: 7
- 3: Whether any Non CVGR Guests categorized as CVGR Guests in IDS? **NC**
Rating: 7

Section: Billing Accuracy

Subsection: Others

- 1: Any Duplicate Codes given for CVGR Companies? **NC**
Rating: 7
- 2: Is there updation of occupancy statistics in case of Amendment in the Date of departure? **NC**
Rating: 2
- 3: Whether Forex Rates are being updated daily at FO reception desk? **NC**
Rating: 7
- 4: Whether Guest Feedback is obtaining for all check outs? **NC**
Rating: 6
- 5: Whether there any unresolved guest feed backs? **NC**
Rating: 7
- 6: Whether there any repetitive feedback from guests? **NC**
Rating: 6

Section: Billing Accuracy

Subsection: Billing Process

- 1: Any Allowances given for unreasonable purposes? **NC**
Rating: 6
- 2: Whether Tariff Rates charged according to the BAR Rates for NON CVGR cases? If not whether authorisations are there for such lower rates? **NC**
Rating: 7
- 3: Whether tariff Rates charged according to the CVGR agreement for CVGR cases?
NC
Rating: 7

4: Whether EMC and LC are charged? **NC**

Rating: 7

5: Whether all the unsettled food bills in the outlets charged to Guest at the time of Check Out? **NC**

Rating: 7

Section: Billing Accuracy

Subsection: Statutory

1: Whether C Forms are submitting in time? **NC**

Rating: 6

2: Whether all requisite licences (such Forex related) are being renewed in time? **NC**

Rating: 7

Chronic

No chronic issues found

Audit Questionnaire

Section: Billing Accuracy

Subsection: Check-in Procedures

- 1: Is registration card Prepared for all check-ins?
Rating: 8
- 2: Whether Registration cards complete in all aspects and attached to FO bills?
Rating: 8
- 3: Whether there any manual changes in the Room rate charged? **NC**
Rating: 7
- 4: Whether there any manual Change of Plans in Registration card?
Rating: 8
- 5: Whether all KYC norms complied(i.e. Guest identification card and authentication of guest on registration card) ?
Rating: 8
- 6: Whether there any instances of non collection of Advance amount form walk in guests?
Rating: 8
- 7: Whether CVGR Agreements exist for all those CVGR Companies mentioned in IDS
NC
Rating: 7
- 8: Whether any Non CVGR Guests categorized as CVGR Guests in IDS? **NC**
Rating: 7

Section: Billing Accuracy

Subsection: Others

- 1: Any Duplicate Codes given for CVGR Companies? **NC**
Rating: 7
- 2: Is there updation of occupancy statistics in case of Amendment in the Date of departure? **NC**
Rating: 2
- 3: Whether Forex Rates are being updated daily at FO reception desk? **NC**
Rating: 7
- 4: Whether Guest Feedback is obtaining for all check outs? **NC**
Rating: 6
- 5: Whether there any unresolved guest feed backs? **NC**

Rating: 7

- 6: Whether there any repetitive feedback from guests? **NC**

Rating: 6

- 7: Whether the login credentials for left employees have been changed immediately?

Rating: 8

Section: Billing Accuracy

Subsection: SOP

- 1: Whether Reasons for room movement mentioned in Room movement slip?

Rating: 8

- 2: Whether Laundry, Room service, Outlet bills and Room Movement slips if any attached with front office bills?

Rating: 8

- 3: Is Wash and change charged according to the SOP?

Rating: 9

Section: Billing Accuracy

Subsection: Billing Process

- 1: Any Allowances given for unreasonable purposes? **NC**

Rating: 6

- 2: Whether all bills are adequately authorised?

Rating: 8

- 3: Whether Tariff Rates charged according to the BAR Rates for NON CVGR cases? If not whether authorisations are there for such lower rates? **NC**

Rating: 7

- 4: Whether tariff Rates charged according to the CVGR agreement for CVGR cases?

NC

Rating: 7

- 5: Whether EMC and LC are charged? **NC**

Rating: 7

- 6: Whether all the unsettled food bills in the outlets charged to Guest at the time of Check Out? **NC**

Rating: 7

- 7: Whether all the No Shows collected?

Rating: 8

Section: Billing Accuracy

Subsection: Statutory

1: Whether all the Calculation of Taxes correct according applicable statutory requirements?

Rating: 8

2: Whether C Forms are submitting in time? **NC**

Rating: 6

3: Whether all requisite licences (such Forex related) are being renewed in time? **NC**

Rating: 7