

# Audit Report for Audit ID - AU00286-1

## VA- Surprise night verification FO Q2

Audit Score

85/100

### Details

Audit	AU00286
Scheduled Audit	AU00286-1
Location	Hyderabad
Hotel	AVASA Hotel
Department	Front Office Dept
Checklist	VA- Surprise night verification FO Q2
Audit Type	External
Auditor	NAVEEN A
Start Date	09-11-2018
End Date	15-11-2018
Submitted Date	16-11-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	3
Chronic Issues	0

## Comparison

<b>AVASA HOTEL</b> <b>VA- SURPRISE NIGHT VERIFICATION FO Q2</b>				
VA- SURPRISE NIGHT VERIFICATION FO Q2		Nov 2018	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED		
1	Billing Accuracy	85	-	-
Audit Score		● 85	-	-

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

## Non-Compliance

**Section:** Billing Accuracy

**Subsection:** Cashiering

1: Physical cash tallied with IDS cash in Front Office ? **NC**

Rating: 7

Attachments :

3DISCREPANCIESINIOUsATFRONTOFFICE\_20181111\_200045.xlsx

Observation Text :

In 3instances authorisation was not obtained for IOUs amounting to Rs. 5,150/-  
(0-7days delay)

**Section:** Billing Accuracy

**Subsection:** Others

1: Is the Forex Rate list displayed ? **NC**

Rating: 7

Observation Text :

Not displayed. (SAMPLE SIZE: As on 30-Oct-18 ) Note: No transactions for the day.

**Section:** Billing Accuracy

**Subsection:** Bell Desk

1: Are C Forms submitted for the foreigners ? **NC**

Rating: 7

Observation Text :

In a solitary instance 2days delay(Checked-in: 28-Oct-18 & Submitted: 30-Oct-18) in  
submission of C-Form of Ms Pacana Criscille Joanner was observed.(SAMPLE SIZE:  
As on 28-30 Oct'18 )

## Chronic

No chronic issues found

# Audit Questionnaire

## Section: Billing Accuracy

### Subsection: Billing Process

- 1: Rate mentioned in the GRC and actual charge is same?

Rating: 9

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 30-Oct-18 )

- 2: Whether receipts for advance given to guest and are acknowledged by the guest and cashier?

Rating: 9

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 30-Oct-18 )

## Section: Billing Accuracy

### Subsection: Cashiering

- 1: Physical cash tallied with IDS cash in Front Office ? **NC**

Rating: 7

Attachments :

3DISCREPANCIESINIOUsATFRONTOFFICE\_20181111\_200045.xlsx

Observation Text :

In 3 instances authorisation was not obtained for IOUs amounting to Rs. 5,150/- (0-7days delay)

- 2: Are there any Manual postings done?

Rating: 9

Observation Text :

No such instances. Satisfactory.(SAMPLE SIZE: As on 30-Oct-18 )

- 3: Are allowances properly authorized?

Rating: 9

Observation Text :

No allowances for the day.

- 4: Whether reason for providing allowance properly recorded and tallied with physical bill copies? ☒ Not Applicable

- 5: Are taxes reversed while passing allowances? ☒ Not Applicable

## Section: Billing Accuracy

### Subsection: Check-in Procedures

- 1: ID and address proofs collected from the guests ?

Rating: 9

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 30-Oct-18 )

2: Guest signature taken on GRC ?

Rating: 9

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 30-Oct-18 )

3: Guest photograph available on GRC ?

Rating: 8

Observation Text :

In a solitary instance vide Reg.No.15532,2nd guest photo was not captured.

(SAMPLE SIZE: As on 30-Oct-18 )

**Section: Billing Accuracy**

**Subsection: Check-Out Procedures**

1: Were Taxes were charged properly ?

Rating: 9

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 30-Oct-18 )

2: Whether guest signature and cashier signature available on the paid-out voucher?

Rating: 9

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 30-Oct-18 )

3: On guest check-out, Whether merchant copy for card settlement attached?

Rating: 9

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 30-Oct-18 )

**Section: Billing Accuracy**

**Subsection: Others**

1: Any Delay in closing the Night audit reports by FO ?

Rating: 8

Observation Text :

Night audit report for 30-Oct-18 was closed around 3:20Hrs instead of 2:30Hrs.

Response: Depending on number of guest checkouts and check-ins it sometimes happens delay.

2: Is the Forex Rate list displayed ? **NC**

Rating: 7

Observation Text :

Not displayed. (SAMPLE SIZE: As on 30-Oct-18 ) Note: No transactions for the day.

3: Physical Room keys tallied with IDS occupancy ?

Rating: 9

Observation Text :

Verified and found satisfactory.

4: Physical Locker keys tallied with Register ?

Rating: 9

Observation Text :

Verified and found satisfactory.

**Section:** Billing Accuracy

**Subsection:** Bell Desk

1: Are C Forms submitted for the foreigners ? **NC**

Rating: 7

Observation Text :

In a solitary instance 2days delay(Checked-in: 28-Oct-18 & Submitted: 30-Oct-18) in submission of C-Form of Ms Pacana Criscille Joanner was observed.(SAMPLE SIZE: As on 28-30 Oct'18 )

2: Physical Left luggage tallied with Register ?

Rating: 9

Observation Text :

Verified and found satisfactory.