

Audit Report for Audit ID - AU00142-1

VA-F&B Controls - Billing Accuracy


Audit Score

68/100

Details

Audit	AU00142
Scheduled Audit	AU00142-1
Location	Chennai
Hotel	GreenPark Hotel- GPC
Department	F&B Controls
Checklist	VA-F&B Controls - Billing Accuracy
Audit Type	External
Auditor	Ms ASWINI
Start Date	01-06-2018
End Date	05-06-2018
Submitted Date	06-06-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	4
Chronic Issues	0

Comparison

GREENPARK HOTEL- GPC VA-F&B CONTROLS - BILLING ACCURACY				
VA-F&B CONTROLS - BILLING ACCURACY		Jun 2018	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED		
1	F n B Controls	68	-	-
Audit Score		 68	-	-

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

Non-Compliance

Section: F n B Controls

Subsection: Menu Master

1: Are there any open item billing done? **NC**

Rating: 6

Attachments :

QUE1_DOC_20180604_125708.xlsx

Observation Text :

55 instances of OPEN ITEM billings were done resulting in excess and short charge of Rs.2,253 (54 instances) and excess charge of Rs.30 (1instance).

2: If yes, whether the same is documented with approval? **NC**

Rating: 0

Section: F n B Controls

Subsection: Bills Processing & Settlement

1: Are all the F&B bills that are to be charged to the room signed by the guest to avoid disputes later? **NC**

Rating: 7

Section: F n B Controls

Subsection: Cashiering

1: Are Void bills authorised. **NC**

Rating: 7

Attachments :

QUE10_DOC_20180606_105028.xlsx

QUE10_DOC_20180606_110520.xlsx

Chronic

No chronic issues found

Audit Questionnaire

Section: F n B Controls

Subsection: Menu Master

1: Are there any open item billing done? **NC**

Rating: 6

Attachments :

QUE1_DOC_20180604_125708.xlsx

Observation Text :

55 instances of OPEN ITEM billings were done resulting in excess and short charge of Rs.2,253 (54 instances) and excess charge of Rs.30 (1instance).

2: If yes, whether the same is documented with approval? **NC**

Rating: 0

Section: F n B Controls

Subsection: Bills Processing & Settlement

1: Are all the F&B bills that are to be charged to the room signed by the guest to avoid disputes later? **NC**

Rating: 7

2: Are there any time gap between bill open time and close time? ☒ Not Applicable

3: For FHRAl discounts, whether impression of the membership cards taken in the bills?

Rating: 8

4: Is there any change in mode of settlement from cash to card and vice-versa and whether the same is reversed and tallied? ☒ Not Applicable

Section: F n B Controls

Subsection: Cashiering

1: Are allowances properly authorized and documented with reasons?

Rating: 8

Attachments :

QUE7_DOC_20180606_110659.xlsx

Observation Text :

In a few instances, the discount bills were not available for verification.

2: Whether chef signature taken on the bills that were cancelled for food complaints?

Rating: 8

3: Are NC bills authorised.

Rating: 8

4: Are Void bills authorised. **NC**

Rating: 7

Attachments :

QUE10_DOC_20180606_105028.xlsx

QUE10_DOC_20180606_110520.xlsx

5: Whether IDS cash balance and physical cash tallied at all outlets?

Rating: 9

Section: F n B Controls

Subsection: Bar Inventory

1: Whether liquor tallied with book balance and physical balance at all outlets? ☒ Not Applicable

2: Any Liquor was served to guest beyond the permitted time as per license ☒ Not Applicable