

Audit Report for Audit ID - AU00549-1

Front Office


Audit Score

39/100

Details

Audit	AU00549
Scheduled Audit	AU00549-1
Location	Hyderabad
Hotel	GreenPark Hotel- GPH
Department	Front Office Dept
Checklist	Front Office
Audit Type	Internal
Auditor	Vinod Kumar Singh
Start Date	29-06-2019
End Date	08-07-2019
Submitted Date	01-07-2019
Status	Completed
Assigned By	Administrator Account
Non-Compliance	22
Chronic Issues	0

Comparison

GREENPARK HOTEL- GPH FRONT OFFICE				
FRONT OFFICE		Jun 2019	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED		
1	Front Office	39	-	-
Audit Score		 39	-	-

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

Non-Compliance

Section: Front Office

Subsection: Reg Cards

- 1: Guest photo taken at the time of check-in. **NC**

☒ No

Attachments :

QUE2_IMG_20190701_105017.jpg

QUE2_IMG_20190701_105131.jpg

Observation Text :

Checked 25 & 26th June registration card. Most of the reg-card is found without photo.

- 2: Both guest photo in-case of Double occupancy. **NC**

☒ No

Attachments :

QUE3_IMG_20190701_154640.jpg

QUE3_IMG_20190701_154656.jpg

Observation Text :

Room was double occupancy but only 1 guest photo taken. I'd card collected for both the guest

- 3: Guest Signature on Reg cards **NC**

☒ No

Attachments :

QUE4_IMG_20190701_105728.jpg

Observation Text :

Couple of Reg-card found without guest signature

- 4: Duty Manager Signature on Reg cards **NC**

☒ No

Attachments :

QUE5_IMG_20190701_110153.jpg

Observation Text :

Out of 15 reg-card checked, 1 reg-card was without duty manager signature. Most of the reg-card found without receptionist sign

- 5: Advances collected for Direct payment **NC**

☒ No

Attachments :

QUE6_IMG_20190701_155034.jpg

Observation Text :

Regular guest and corporate direct - Advance not collected.

Section: Front Office

Subsection: Billing

- 1: Allowance -Guest signature is taken on Final Bill. **NC**

☒ No

Attachments :

QUE10_IMG_20190701_155448.jpg

QUE10_IMG_20190701_155556.jpg

Observation Text :

split bill taken and allowanced passed. No guest signature on allownced bill

- 2: Void Bills- Valid Reason- Authorization of FOM and attached to Main Bill. **NC**

☒ No

Attachments :

QUE12_IMG_20190629_173341.jpg

QUE12_IMG_20190629_173517.jpg

Observation Text :

in random check 6 bills checked 3 bills reason found and 3 bills no reason on void bills

- 3: Paid Outs- Guest Signature while refunds/ Payment to Travel Desk. **NC**

☒ No

Attachments :

QUE13_IMG_20190629_172600.jpg

Observation Text :

travel desk POT- No guest signature but Travel desk voucher signed by the guest

- 4: Retention be charged without showing check-in. **NC**

☒ No

Attachments :

QUE14_IMG_20190701_153824.jpg

Observation Text :

Units are showing check inn and charging retention. This guest check in shown on 30th June midnight and still the room are occupied. (01st July 15.45 hrs). This needs to be avoided chances are there for manipulation.

- 5: IOU – Proper authorization. **NC**

☒ No

Attachments :

QUE15_IMG_20190629_172033.jpg

Observation Text :

no iou raised only bill dated 27th June is kept at cash counter.

- 6: Pax moment – Slips made and Authorization **NC**

☒ No

Observation Text :

there is no pax moment slips. pax moment done in system without any slips or voucher

7: Extra Bed – Voucher- Guest signature **NC**☒ No

Observation Text :

Extra bed charges posted in the room manually without voucher. No guest signature as there is no voucher

Section: Front Office**Subsection:** Foreign Guests1: C- Form submission at Intelligence Office. **NC**☒ No

Attachments :

QUE25_IMG_20190629_161234.jpg

Observation Text :

pending c form from 12th June to 25th June has been submitted on 26th June. late submission result legal issues.

2: FRRO- Website -online updation of FO. **NC**☒ No

Attachments :

QUE26_IMG_20190629_165444.jpg

Observation Text :

12th June to 24th June online submission not done and same was submitted on 28th June. It's a very serious concern and to be taken it seriously. cform to be submitted on same day without fail

Section: Front Office**Subsection:** Registers1: Parcel register regular updation **NC**☒ No

Attachments :

QUE29_IMG_20190629_164656.jpg

QUE29_IMG_20190629_164709.jpg

Observation Text :

Register maintained but entry missing regarding parcel details

2: Key card register regular updation **NC**☒ No

Observation Text :

Register not maintained.

3: C-Form register regular updation **NC**☒ No

Observation Text :

12th to 25 June entry not maintained and same is updated on 26th June

- 4: Pax Moment register regular updation **NC**

☒ No

- 5: Doctor on Call register regular updation **NC**

☒ No

Attachments :

QUE33_IMG_20190629_162108.jpg

Observation Text :

last updated on 8th sept 2017. As per FOM, They are taking unwell guest to hospital directly to Vin hospital. Doctor visit fees is Rs 2500 that seems to be high.

- 6: Locker Key register regular updation **NC**

☒ No

Attachments :

QUE35_IMG_20190629_163705.jpg

Observation Text :

last updated on 24th May 2019. Strictly to be followed up

- 7: Gifts register regular updation **NC**

☒ No

Observation Text :

gifts are given to guest on check out but no records maintain. (Gift register not maintained) front office is not aware about entering or maintaining register.

- 8: Pending Bills register regular updation **NC**

☒ No

Observation Text :

front office does not maintain pending bill register. Day auditor maintain the pending bill status.

Chronic

No chronic issues found

Audit Questionnaire

Section: Front Office

Subsection: Reg Cards

1: Photo ID – Collected

☒ Yes

2: Guest photo taken at the time of check-in. **NC**

☒ No

Attachments :

QUE2_IMG_20190701_105017.jpg

QUE2_IMG_20190701_105131.jpg

Observation Text :

Checked 25 & 26th June registration card. Most of the reg-card is found without photo.

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☒ No

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4: Guest Signature on Reg cards **NC**

☒ No

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Attachments :

QUE5_IMG_20190701_110153.jpg

Observation Text :

Out of 15 reg-card checked, 1 reg-card was without duty manager signature. Most of the reg-card found without receptionist sign

6: Advances collected for Direct payment **NC**

☒ No

Attachments :

QUE6_IMG_20190701_155034.jpg

Observation Text :

Regular guest and corporate direct - Advance not collected.

7: Walk-in 100 % Advance collected

☒ Yes

8: Credit card authorization where payment by credit card. ☒ Not Applicable

9: All supportings to be attached with Reg cards (OTA, BTC. etc.,)

☒ Yes

Section: Front Office

Subsection: Billing

1: Allowance -Guest signature is taken on Final Bill. **NC**

☒ No

Attachments :

QUE10_IMG_20190701_155448.jpg

QUE10_IMG_20190701_155556.jpg

Observation Text :

split bill taken and allowanced passed. No guest signature on allownced bill

2: FO Bill- Guest Signature has taken on the final bill.

☒ Yes

Attachments :

QUE11_IMG_20190701_144823.jpg

3: Void Bills- Valid Reason- Authorization of FOM and attached to Main Bill. **NC**

☒ No

Attachments :

QUE12_IMG_20190629_173341.jpg

QUE12_IMG_20190629_173517.jpg

Observation Text :

in random check 6 bills checked 3 bills reason found and 3 bills no reason on void bills

4: Paid Outs- Guest Signature while refunds/ Payment to Travel Desk. **NC**

☒ No

Attachments :

QUE13_IMG_20190629_172600.jpg

Observation Text :

travel desk POT- No guest signature but Travel desk voucher signed by the guest

5: Retention be charged without showing check-in. **NC**

☒ No

Attachments :

QUE14_IMG_20190701_153824.jpg

Observation Text :

Units are showing check inn and charging retention. This guest check in shown on

30th June midnight and still the room are occupied. (01st July 15.45 hrs). This needs to be avoided chances are there for manipulation.

- 6: IOU – Proper authorization. **NC**

☒ No

Attachments :

QUE15_IMG_20190629_172033.jpg

Observation Text :

no iou raised only bill dated 27th June is kept at cash counter.

- 7: FO – Inprest to tally at all times.

☒ Yes

Attachments :

QUE16_IMG_20190629_171706.jpg

Observation Text :

there is Rs.40 short in impress amount. there is no cashier signature while taking handover

- 8: Guest Comment on TAB – on check-out

☒ Yes

Attachments :

QUE17_IMG_20190629_171442.jpg

Observation Text :

out of 36 check out 31 feedback taken

- 9: High Bills Follow-up

☒ Yes

Attachments :

QUE18_IMG_20190629_171304.jpg

- 10: Pax moment – Slips made and Authorization **NC**

☒ No

Observation Text :

there is no pax moment slips. pax moment done in system without any slips or voucher

- 11: Room moment – Slips made with Reason

☒ Yes

Attachments :

QUE20_IMG_20190629_171002.jpg

- 12: Extra Bed – Voucher- Guest signature **NC**

☒ No

Observation Text :

Extra bed charges posted in the room manually without voucher. No guest signature as there is no voucher

Section: Front Office

Subsection: Bell Desk

- 1: Walk-in- scanty baggage- Information to Reception and Update Register

☒ Yes

- 2: Left luggage Register updation.

☒ Yes

Attachments :

QUE23_IMG_20190629_165809.jpg

Observation Text :

updated on regular basis. but luggage details needs to be update property.

Section: Front Office**Subsection: Foreign Guests**

- 1: Passport and Visa details collected for all Foreigners.

☒ Yes

- 2: C- Form submission at Intelligence Office. **NC**

☒ No

Attachments :

QUE25_IMG_20190629_161234.jpg

Observation Text :

pending c form from 12th June to 25th June has been submitted on 26th June. late submission result legal issues.

- 3: FRRO- Website -online updation of FO. **NC**

☒ No

Attachments :

QUE26_IMG_20190629_165444.jpg

Observation Text :

12th June to 24th June online submission not done and same was submitted on 28th June. It's a very serious concern and to be taken it seriously. cform to be submitted on same day without fail

- 4: Pakistan and Bangladesh-National Guest submission at Local Police station on same day

☒ Yes

- 5: Foreign Exchange -Guest Signature to be taken on Encashment Certificate.

☒ Yes

Section: Front Office**Subsection: Registers**

- 1: Parcel register regular updation **NC**

☒ No

Attachments :

QUE29_IMG_20190629_164656.jpg

QUE29_IMG_20190629_164709.jpg

Observation Text :

Register maintained but entry missing regarding parcel details

- 2: Key card register regular updation **NC**

☐ No

Observation Text :

Register not maintained.

- 3: C-Form register regular updation **NC**

☐ No

Observation Text :

12th to 25 June entry not maintained and same is updated on 26th june

- 4: Pax Moment register regular updation **NC**

☐ No

- 5: Doctor on Call register regular updation **NC**

☐ No

Attachments :

QUE33_IMG_20190629_162108.jpg

Observation Text :

last updated on 8th sept 2017. As per FOM, They are taking unwell guest to hospital directly to Vin hospital. Doctor visit fees is Rs 2500 that seems to be high.

- 6: Cash Drop register regular updation

☐ Yes

- 7: Locker Key register regular updation **NC**

☐ No

Attachments :

QUE35_IMG_20190629_163705.jpg

Observation Text :

last updated on 24th May 2019. Strictly to be followed up

- 8: Gifts register regular updation **NC**

☐ No

Observation Text :

gifts are given to guest on check out but no records maintain. (Gift register not maintained) front office is not aware about entering or maintaining register.

- 9: Pending Bills register regular updation **NC**

☐ No

Observation Text :

front office does not maintaint pending bill register. Day auditor maintain the pending bill status.

- 10: Moment register regular updation ☒ Not Applicable

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