

Audit Report for Audit ID - AU00159-1

VA- Surprise Verification F&B

Audit Score

84/100

Details

Audit	AU00159
Scheduled Audit	AU00159-1
Location	Visakhapatnam
Hotel	GreenPark Hotel- GPV
Department	F & B Service
Checklist	VA- Surprise Verification F&B
Audit Type	External
Auditor	NAVEEN A
Start Date	13-06-2018
End Date	14-06-2018
Submitted Date	13-06-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	3
Chronic Issues	0

Comparison

GREENPARK HOTEL- GPV VA- SURPRISE VERIFICATION F&B				
VA- SURPRISE VERIFICATION F&B		Jun 2018	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED		
1	F&B	84	-	-
Audit Score		● 84	-	-

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

Non-Compliance

Section: F&B

Subsection: Others

1: Is display for Minors available in the bar with visibility ? **NC**

☒ No

Observation Text :

Board reading 'IMFL OR BEER WILL NOT BE SERVED TO GUESTS BELOW 21 YEARS OF AGE' was not displayed at the entrance of Tulips and Mekong despite liquor served at these outlets

2: Physical cash tallied with IDS cash in Restaurants and Bar ? **NC**

☒ No

Attachments :

Book3_20180613_171034.xls

Book4_20180613_171038.xls

Book5_20180613_171040.xls

book6_20180613_171042.xls

Book7_20180613_171045.xls

Observation Text :

Physical verification of cash was carried out at Front office & various outlets on 12-May-18 and observed a net excess difference of Rs.164/-.

3: Physical Liquor tallied with book stock in the Bar ? **NC**

☒ No

Attachments :

Book2_20180613_171133.xls

Observation Text :

Physical verification of liquor was carried out at Mustang on 13-May-18 and observed Short variance of Rs.0.79lakhs

Chronic

No chronic issues found

Audit Questionnaire

Section: F&B**Subsection: Billing**

- 1: Whether impression of the cards taken for GP privilege card and FHRAI discounts ?
☒ Yes
- 2: Are discounts properly authorized and documented with reasons?
☒ Yes
- 3: Are NC bills authorised and documented with reasons
☒ Yes
- 4: Are Void bills authorised and documented with reasons
☒ Yes
- 5: Are KOT cancelled with adequate approvals ?
☒ Yes
- 6: Are all the bills raised settled in IDS ?
☒ Yes
- 7: Are the bills raised against all the KOTs?
☒ Yes
- 8: Whether Guest acknowledgement obtained on the room posting bills.
☒ Yes
- 9: Paid seal is available on the all settled bills?
☒ Yes
- 10: Are all dishes served only after punching the KOT ?
☒ Yes

Section: F&B**Subsection: Others**

- 1: Whether chef signature taken on the bills that were cancelled for food complaints?
☒ Yes
- 2: Was Liquor served to guest within the permitted time as per license ?
☒ Yes
- 3: Was the food served to guest without any delay ?
☒ Yes
- 4: Are all the beers in the Bar stores within the validity ?
☒ Yes

5: Is display for Minors available in the bar with visibility ? **NC**

☒ No

Observation Text :

Board reading 'IMFL OR BEER WILL NOT BE SERVED TO GUESTS BELOW 21 YEARS OF AGE' was not displayed at the entrance of Tulips and Mekong despite liquor served at these outlets

6: Are the Food tags displayed in the buffet ?

☒ Yes

7: Physical cash tallied with IDS cash in Restaurants and Bar ? **NC**

☒ No

Attachments :

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Book5_20180613_171040.xls

book6_20180613_171042.xls

Book7_20180613_171045.xls

Observation Text :

Physical verification of cash was carried out at Front office & various outlets on 12-May-18 and observed a net excess difference of Rs.164/-.

8: Physical Liquor tallied with book stock in the Bar ? **NC**

☒ No

Attachments :

Book2_20180613_171133.xls

Observation Text :

Physical verification of liquor was carried out at Mustang on 13-May-18 and observed Short variance of Rs.0.79lakhs

9: Liquor register updated accordingly ?

☒ Yes