

Audit Report for Audit ID - AU00441-1

VA-Front Office Routine Q3


Audit Score

70/100

Details

Audit	AU00441
Scheduled Audit	AU00441-1
Location	Chennai
Hotel	GreenPark Hotel- GPC
Department	Front Office Dept
Checklist	VA-Front Office Routine Q3
Audit Type	External
Auditor	Venkat Associates
Start Date	01-03-2019
End Date	07-03-2019
Submitted Date	05-03-2019
Status	Completed
Assigned By	Administrator Account
Non-Compliance	3
Chronic Issues	0

Comparison

GREENPARK HOTEL- GPC VA-FRONT OFFICE ROUTINE Q3				
VA-FRONT OFFICE ROUTINE Q3		Mar 2019	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED		
1	Billing Accuracy	70	-	-
Audit Score		 70	-	-

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

Non-Compliance

Section: Billing Accuracy

Subsection: Billing Process

- 1: Reasons updated in IDS for cancelling the front office bills in IDS ? **NC**

Rating: 7

Observation Text :

Reason fed by the Front office personnel cannot be viewed in IDS for the cancelled bills

- 2: Analysis on Front Office cancelled bills to be done and inferences to be given **NC**

Rating: 7

Attachments :

QUE12_DOC_20190302_115445.xlsx

QUE2_DOC_20190305_135913.xlsx

Observation Text :

During the review of bill settlement summary from April'18 to Dec'18 the following were observed: The total number of bills raised during the Period is 24,907 bills amounting Rs.19.69 Cr. Out of these, 2494 bills are cancelled bills, amounting to Rs.2.36 Cr (12.00%). Highest number of cancelled bills were from the User id "Rahul", which is 40% of the total bills. 14% were from "Karthik", 11 % were from "Animesh" and 10% were from "Harihar". Of the 2494 bills that were cancelled, 2318 bills were not re-printed. There was 2 bills that were reprinted from 2 different IDs of "Rahul and Malai" for a total of 6 times. Details given in the appended file.

- 3: Analysis on Unsold rooms to be done and inferences to be given **NC**

Rating: 7

Attachments :

QUE13_DOC_20190302_120231.xlsx

QUE3_DOC_20190305_135920.xlsx

Observation Text :

On analyzing the unsold rooms for the period Oct'18-Dec'18 it was observed that- Oct'18- Rs.70.54 lakhs notional loss as the room nights were unsold. (21%) Nov'18- Rs.98.09 lakhs notional loss as the room nights were unsold. (31%) Dec'18- Rs.63.69 lakhs notional loss as the room nights were unsold. (19%) (Sample Size: Oct'18 to Dec'18) Assumptions made to carry out the analysis: There are 179 Rooms and KEN FIX per month has been taken on actual basis and not considered in Room nights not sold. Maintenance blocks have not been taken into consideration. No shows has not been taken into consideration of the analysis and not considered in Room nights not sold.

Chronic

No chronic issues found

Audit Questionnaire

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