

# Audit Report for Audit ID - AU00281-1

## VA- Surprise night verification FO Q2


Audit Score

86/100

### Details

Audit	AU00281
Scheduled Audit	AU00281-1
Location	Hyderabad
Hotel	Marigold 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	2
Chronic Issues	0

## Comparison

MARIGOLD HOTEL VA- SURPRISE NIGHT VERIFICATION FO Q2				
VA- SURPRISE NIGHT VERIFICATION FO Q2		Nov 2018	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED		
1	Billing Accuracy	86	-	-
Audit Score		 86	-	-

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

## Non-Compliance

**Section:** Billing Accuracy

**Subsection:** Others

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

Rating: 7

Observation Text :

"Not displayed. (SAMPLE SIZE: As on 25-Oct-18 ) Note: No transactions for the day."

2: Physical Locker keys tallied with Register ? **NC**

Rating: 7

Observation Text :

In 3instances locker(1A,3&7) keys were not available. Note: This observation is being repeated in our reports since Mar'18 (for 2keys).

## 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 25-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 25-Oct-18 )

## Section: Billing Accuracy

### Subsection: Cashiering

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

Rating: 9

Observation Text :

Verified and found satisfactory.

- 2: Are there any Manual postings done?

Rating: 9

Observation Text :

No such instances. Satisfactory.(SAMPLE SIZE: As on 25-Oct-18 )

- 3: Are allowances properly authorized?

Rating: 9

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 25-Oct-18 )

- 4: Whether reason for providing allowance properly recorded and tallied with physical bill copies?

Rating: 9

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 25-Oct-18 )

- 5: Are taxes reversed while passing allowances?

Rating: 9

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 25-Oct-18 )

## 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 25-Oct-18 )

- 2: Guest signature taken on GRC ?

Rating: 9

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 25-Oct-18 )

- 3: Guest photograph available on GRC ?

Rating: 8

Observation Text :

In a solitary instance vide Reg.No.15279,2nd guest photo was not captured.  
(SAMPLE SIZE: As on 25-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 25-Oct-18 )

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

Rating: 8

Observation Text :

The second (Original & Duplicate only) copy of paid out towards taxi fare are being to submitted to Accounts as supporting for month end bill (by Travel Desk-cab service provider) maintained for verification. Rest of the paid outs were verified and found satisfactory. (SAMPLE SIZE: As on 25-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 25-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 25-Oct-18 was closed around 4:00Hrs 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 25-Oct-18 ) Note: No transactions for the day."

3: Physical Room keys tallied with IDS occupancy ?

Rating: 9

Observation Text :

5keys were available at Front Desk, occupancy being 179 out of 181. Response: We maintain additional keys for guest if requested for additional one.

4: Physical Locker keys tallied with Register ? **NC**

Rating: 7

Observation Text :

In 3instances locker(1A,3&7) keys were not available. Note: This observation is being repeated in our reports since Mar'18 (for 2keys).

**Section:** Billing Accuracy

**Subsection:** Bell Desk

1: Are C Forms submitted for the foreigners ?

Rating: 9

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 24&25 Oct'18 )

2: Physical Left luggage tallied with Register ?

Rating: 9

Observation Text :

Verified and found satisfactory.