

Audit Report for Audit ID - AU00420-1

VA- Surprise Verification FO Q3


Audit Score

90/100

Details

Audit	AU00420
Scheduled Audit	AU00420-1
Location	Chennai
Hotel	GreenPark Hotel- GPC
Department	Front Office Dept
Checklist	VA- Surprise Verification FO Q3
Audit Type	External
Auditor	Venkat Associates
Start Date	08-02-2019
End Date	14-02-2019
Submitted Date	11-02-2019
Status	Completed
Assigned By	Administrator Account
Non-Compliance	0
Chronic Issues	0

Comparison

GREENPARK HOTEL- GPC VA- SURPRISE VERIFICATION FO Q3				
VA- SURPRISE VERIFICATION FO Q3		Feb 2019	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED		
1	Front Office	90	-	-
Audit Score		 90	-	-

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

Non-Compliance

No non-compliances found

Chronic

No chronic issues found

Audit Questionnaire

Section: Front Office

Subsection: GYM

1: Is the key of gym handed over to the security department after closing hrs?

Rating: 9

Observation Text :

Yes, the gym key is handing over to the security, but on request by the guest it is again opened even after working hours also.

2: Are the equipment in good condition ?

Rating: 9

Observation Text :

All the gym equipment's were in good condition.

3: Is guest usage register available in the gym ? ☒ Not Applicable

4: Does the trainer come everyday and is the trainers attendance monitored ?

Rating: 9

Observation Text :

Yes, there are 2 trainers available at the gym (Morning shift 1 & Evening shift 1).

5: Is the Feedback Register available and the same updated ?

Rating: 9

Observation Text :

Yes feedback register is available and the same updated