

Audit Report for Audit ID - AU00138-3

VA-Front Office - Billing Accuracy

Audit Score

86/100

Details

Audit	AU00138
Scheduled Audit	AU00138-3
Location	Chennai
Hotel	GreenPark Hotel- GPC
Department	Front Office Dept
Checklist	VA-Front Office - Billing Accuracy
Audit Type	External
Auditor	Venkat Associates
Start Date	30-05-2019
End Date	03-06-2019
Submitted Date	31-05-2019
Status	Completed
Assigned By	Administrator Account
Non-Compliance	4
Chronic Issues	3

Comparison

GREENPARK HOTEL- GPC VA-FRONT OFFICE - BILLING ACCURACY

VA-FRONT OFFICE - BILLING ACCURACY		Jan 2019	May 2019	VARIANCE	% of Increase / Decrease (-/+)
S.No	Sections	SCORE OBTAINED	SCORE OBTAINED		
1	Billing Accuracy	87	86	-1	-1.15%
Audit Score		● 87	● 86	-1	-1.15%

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

Non-Compliance

Section: Billing Accuracy

Subsection: Check-in Procedures

- 1: Delay in online submission of C-Forms. **NC**

Rating: 7

Attachments :

QUE6_DOC_20190531_120138.xlsx

Observation Text :

Observed in 15 instances that there were delays of upto 31 days in updating arrival of a foreign guest in C form portal

- 2: Whether the Passport, VISA & Nationality details of the foreigners updated properly in IDS **NC**

Rating: 7

Attachments :

QUE7_DOC_20190531_120311.xlsx

QUE7_DOC_20190531_120315.xlsx

QUE7_DOC_20190531_120320.xlsx

Observation Text :

a) In 47 out 384 instances, observed that Visa Expiry date is not updated in IDS for foreign guests, in 25 cases, foreign guest's passport number was not updated in IDS, in 26 cases, foreign guest's passport expiry date is not updated in IDS & in 45 cases foreign guest's visa number was not updated in IDS. b) It was observed that C form was not submitted for a foreign guest. c) In 7 out of 384 cases, observed that there is a mismatch in nationality between IDS and C form portal

Section: Billing Accuracy

Subsection: Cashiering

- 1: Whether early morning check-ins charged to the guests? **NC**

Rating: 7

Attachments :

QUE15_DOC_20190531_122418.xlsx

Observation Text :

Observed in 23 cases that early morning check-in was not charged to the guest. Such instances amounting to Rs. 1.24 Lakhs and no approvals of the concern were available for the same

Section: Billing Accuracy

Subsection: Check-Out Procedures

- 1: Whether late check-outs charged to the guest? **NC**

Rating: 7

Attachments :

QUE30_DOC_20190531_132931.xlsx

Observation Text :

Observed in 8 cases that the Late-checkout was not charged to the guests. Such instances amounting to Rs.0.31 Lakhs and for that no approvals of concern were available for the same

Chronic

Section: Billing Accuracy

Subsection: Check-in Procedures

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Subsection: Check-Out Procedures

- 1: Whether late check-outs charged to the guest? **NC**

Rating: 7

Attachments :

QUE30_DOC_20190531_132931.xlsx

Observation Text :

Observed in 8 cases that the Late-checkout was not charged to the guests. Such instances amounting to Rs.0.31 Lakhs and for that no approvals of concern were available for the same

Audit Questionnaire

Section: Billing Accuracy

Subsection: Check-in Procedures

- 1: Rate mentioned in the GRC and actual charge is same?

Rating: 9

Attachments :

QUE1_DOC_20190531_011336.xlsx

Observation Text :

Observed in 2 instances where tariff was excess charged to the extent of Rs.950/-.

- 2: Whether settlement details updated in GRC?

Rating: 9

Observation Text :

Settlement details were available only in IDS

- 3: ID and address proofs collected from the guests ?

Rating: 8

Attachments :

QUE3_DOC_20190531_011455.xlsx

Observation Text :

In 12 instances, Id proof not attached with the folio.

- 4: Guest signature taken on GRC?

Rating: 9

Attachments :

QUE4_DOC_20190531_115930.xlsx

Observation Text :

In 4 Instances, Guest signature was not taken on GRC.

- 5: Guest photograph

Rating: 8

Attachments :

QUE5_DOC_20190531_120021.xlsx

Observation Text :

In 14 instances, Guest photograph was not attached with GRC

- 6: Delay in online submission of C-Forms. **NC**

Rating: 7

Attachments :

QUE6_DOC_20190531_120138.xlsx

Observation Text :

Observed in 15 instances that there were delays of upto 31 days in updating arrival of a foreign guest in C form portal

7: Whether the Passport, VISA & Nationality details of the foreigners updated properly in IDS **NC**

Rating: 7

Attachments :

QUE7_DOC_20190531_120311.xlsx

QUE7_DOC_20190531_120315.xlsx

QUE7_DOC_20190531_120320.xlsx

Observation Text :

a) In 47 out 384 instances, observed that Visa Expiry date is not updated in IDS for foreign guests, in 25 cases, foreign guest's passport number was not updated in IDS, in 26 cases, foreign guest's passport expiry date is not updated in IDS & in 45 cases foreign guest's visa number was not updated in IDS. b) It was observed that C form was not submitted for a foreign guest. c) In 7 out of 384 cases, observed that there is a mismatch in nationality between IDS and C form portal

Section: Billing Accuracy

Subsection: Billing Process

1: Are cancelled bills documented with reasons and approvals?

Rating: 9

Attachments :

QUE8_DOC_20190531_121016.xlsx

Observation Text :

In 7 instances, it was observed that bills were cancelled without reasons and approvals amount of Rs.2.20Lakhs

2: Are all complimentary bills approved?

Rating: 9

Observation Text :

Room complimentary authorisation slip was attached with GRC.

3: Are telephone ,internet, Fax, xerox usage charged?

Rating: 9

Observation Text :

Telephone ,internet, Fax, Xerox usage are charged

4: Are Extra beds charged?

Rating: 9

Observation Text :

Extra beds were charged to the guest properly

5: Are room upgradations approved?

Rating: 8

Attachments :

QUE12_DOC_20190531_121653.xlsx

Observation Text :

In 7 instances, observed that room upgradation was done without FOM approval

amounting to Rs.1.94Lakhs.

- 6: Is IDS configured to post GST on Retention charges based on the slab rate ?

Rating: 9

Observation Text :

Yes Retention charges were posted under tariff head

- 7: Is Retention charges posted under Tariff head ?

Rating: 9

Observation Text :

Yes Retention charges were posted under tariff head

Section: Billing Accuracy

Subsection: Cashiering

- 1: Whether early morning check-ins charged to the guests? **NC**

Rating: 7

Attachments :

QUE15_DOC_20190531_122418.xlsx

Observation Text :

Observed in 23 cases that early morning check-in was not charged to the guest. Such instances amounting to Rs. 1.24 Lakhs and no approvals of the concern were available for the same

- 2: Are approvals available for waivers?

Rating: 9

Observation Text :

During physical verification of bills, no waiver cases found

- 3: Whether Taxes collected for wash and change rooms facility given for less than 3 hours ?

Rating: 9

Observation Text :

No taxes are being collected for wash and change rooms Its part of banquet package

- 4: Whether wash and change rooms facility given for more than 3 hours charged as per SOP ☒ Not Applicable

- 5: Authorisation slips for Wash and change rooms available with approvals

Rating: 9

Attachments :

QUE19_DOC_20190531_125644.xlsx

Observation Text :

In 2 instances, it was observed that room complimentary authorisation slip for wash & change was not authorised by GM.

- 6: Whether advance collected for walk-in guests?

Rating: 9

Observation Text :

Advance was collected from walk in guest

7: Whether receipts for advance given to guest and are acknowledged by the guest and cashier?

Rating: 9

Observation Text :

Advance Receipts are acknowledged by the cashier and guests

8: Are they generated receipts serially numbered?

Rating: 9

Observation Text :

Yes. generated Receipts were serially numbered

9: Are there any Manual postings done?

Rating: 9

Observation Text :

No Manual posting done

10: Are allowances properly authorized?

Rating: 8

Attachments :

QUE24_DOC_20190531_125746.xlsx

Observation Text :

In 4 instances, it was observed that allowance was not authorised by FOM/GM.

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

Rating: 9

Observation Text :

Reason is available for the allowance vouchers.

12: Are taxes reversed while passing allowances?

Rating: 9

Observation Text :

Yes. Taxes were reversed while passing allowances.

13: Whether IDS cash balance and physical cash tallied?

Rating: 9

Observation Text :

No Variance was found in physical verification of cash.

14: Bills were serially filed and seriality controls were found to be satisfactory.

Rating: 9

Observation Text :

Bills were serially filed and found satisfactory

15: Taxes were charged properly

Rating: 9

Observation Text :

Yes Taxes was charged properly

Section: Billing Accuracy

Subsection: Check-Out Procedures

1: Whether late check-outs charged to the guest? **NC**

Rating: 7

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QUE30_DOC_20190531_132931.xlsx

Observation Text :

Observed in 8 cases that the Late-checkout was not charged to the guests. Such instances amounting to Rs.0.31 Lakhs and for that no approvals of concern were available for the same

2: Are approvals available for waivers?

Rating: 9

3: On guest check-out, whether guest signatures taken on the refund receipt?

Rating: 9

Observation Text :

Yes Guest signatures were available on refund receipts

4: Whether Paid-outs given are posted to the guest folio?

Rating: 9

Observation Text :

Yes Guest signatures were available on refund receipts

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

Rating: 9

Observation Text :

Guest signature was taken on paid out voucher for the audit period.

6: On guest check-out, Whether merchant copy for card settlement attached?

Rating: 9

Observation Text :

Merchant copy is attached with the bill.