

# Audit Report for Audit ID - AU00150-1

## VA-F&B Controls - Billing Accuracy

Audit Score

85/100

### Details

Audit	AU00150
Scheduled Audit	AU00150-1
Location	Visakhapatnam
Hotel	GreenPark Hotel- GPV
Department	F&B Controls
Checklist	VA-F&B Controls - Billing Accuracy
Audit Type	External
Auditor	Venkat Associates
Start Date	09-06-2018
End Date	14-06-2018
Submitted Date	11-06-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	3
Chronic Issues	0

## Comparison

<b>GREENPARK HOTEL- GPV</b> <b>VA-F&amp;B CONTROLS - BILLING ACCURACY</b>				
VA-F&B CONTROLS - BILLING ACCURACY		Jun 2018	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED		
1	F n B Controls	85	-	-
Audit Score		● 85	-	-

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

## Non-Compliance

**Section:** F n B Controls

**Subsection:** Bills Processing & Settlement

1: Are there any time gap between bill open time and close time? **NC**

Rating: 6

Attachments :

QUE37\_DOC\_20180611\_120251.xlsx

Observation Text :

In 11 instances, Delay ranging from 2 to 4 Hrs was observed in settling the bill from the time of raising the bill in cash mode. Bills amounting to Rs.0.15lakhs. Response: Not provided

**Section:** F n B Controls

**Subsection:** Cashiering

1: Are allowances properly authorized and documented with reasons? **NC**

Rating: 7

Attachments :

QUE40\_DOC\_20180611\_121048.xlsx

**Section:** F n B Controls

**Subsection:** Bar Inventory

1: Whether liquor tallied with book balance and physical balance at all outlets? **NC**

Rating: 5

Observation Text :

Covered in Surprise Audit Verification.

## Chronic

No chronic issues found

# Audit Questionnaire

## Section: F n B Controls

### Subsection: Menu Master

1: Are there any open item billing done?

Rating: 10

Observation Text :

No open item bill was done.

2: If yes, whether the same is documented with approval? ☒ Not Applicable

## Section: F n B Controls

### Subsection: Bills Processing & Settlement

1: Are all the F&B bills that are to be charged to the room signed by the guest to avoid disputes later?

Rating: 10

Observation Text :

All the room bills are signed by the guest.

2: Are there any time gap between bill open time and close time? **NC**

Rating: 6

Attachments :

QUE37\_DOC\_20180611\_120251.xlsx

Observation Text :

In 11 instances, Delay ranging from 2 to 4 Hrs was observed in settling the bill from the time of raising the bill in cash mode. Bills amounting to Rs.0.15lakhs. Response: Not provided

3: For FHRAI discounts, whether impression of the membership cards taken in the bills?

Rating: 10

Observation Text :

All the FHRAI discounts bills impression is available.

4: Is there any change in mode of settlement from cash to card and vice-versa and whether the same is reversed and tallied?

Rating: 8

Attachments :

QUE39\_DOC\_20180611\_120709.xlsx

Observation Text :

In 6 instances, bills amounting to Rs.11,333/-settled in cash were resettled in card. Response: Wrong settlement was done. We will rectify it.

## Section: F n B Controls

### Subsection: Cashiering

- 1: Are allowances properly authorized and documented with reasons? **NC**

Rating: 7

Attachments :

QUE40\_DOC\_20180611\_121048.xlsx

- 2: Whether chef signature taken on the bills that were cancelled for food complaints?

Rating: 10

Observation Text :

Chef's signature was available on cancelled bills due to food complaints.

- 3: Are NC bills authorised.

Rating: 10

- 4: Are Void bills authorised.

Rating: 10

Observation Text :

All Void bills were authorised by the GM

- 5: Whether IDS cash balance and physical cash tallied at all outlets?

Rating: 8

Observation Text :

Covered in Surprise Audit Verification.

**Section:** F n B Controls

**Subsection:** Bar Inventory

- 1: Whether liquor tallied with book balance and physical balance at all outlets? **NC**

Rating: 5

Observation Text :

Covered in Surprise Audit Verification.

- 2: Any Liquor was served to guest beyond the permitted time as per license

Rating: 8

Attachments :

QUE46\_DOC\_20180611\_121535.xlsx

Observation Text :

In 3 instances, observed that liquor was served to the guests after the permitted time.

Response: Noted will not be repeated again and briefed the team as well.