

# Audit Report for Audit ID - AU00223-1

## VA- Front Office & SPA


Audit Score

72/100

### Details

Audit	AU00223
Scheduled Audit	AU00223-1
Location	Hyderabad
Hotel	AVASA Hotel
Department	Front Office Dept
Checklist	VA- Front Office & SPA
Audit Type	External
Auditor	Saritha C
Start Date	28-09-2018
End Date	04-10-2018
Submitted Date	01-10-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	17
Chronic Issues	0

## Comparison

<b>AVASA HOTEL</b> <b>VA- FRONT OFFICE &amp; SPA</b>				
VA- FRONT OFFICE & SPA		Sep 2018	VARIANCE	% of Increase / Decrease (- / +)
S.No	Sections	SCORE OBTAINED		
1	Front Office	72	-	-
Audit Score		 72	-	-

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

# Non-Compliance

**Section:** Front Office

**Subsection:** C-Form

1: Whether C-form submitted for foreigners within 24 hours of check-in? **NC**

Rating: 6

Attachments :

Book1(1)\_20180930\_195415.xls

Observation Text :

Delay of 2 to 53 days in submitting the C-forms through online mode for Foreign guests after check-ins, in 148 instances. (Sample Size: Apr '18 to 23 Aug '18 (100%))

2: Whether C-form submitted for Pakistani, Afghanistan and Bangladeshi citizens within 12 hours of check-in? **NC**

Rating: 6

Attachments :

Book2(1)\_20180930\_195459.xls

Observation Text :

Delay of above 12 HRS in submitting the C-forms through online mode for Pakistani, Afganistan and Bangladeshi citizens after check-ins, in 52 instances. (Sample Size: Apr '18 to 23 Aug '18 (100%))

3: Whether departure details are updated in c form portal? **NC**

Rating: 6

Attachments :

Book3(1)\_20180930\_195830.xls

Observation Text :

C Forms were not submitted through online after guest check out.

4: Whether for all foreign nationals C-form have been submitted? (Comparison between IDS report based on the nationality and submission of C-form). **NC**

Rating: 6

Attachments :

Book4(1)\_20180930\_200017.xls

Observation Text :

In 4 instances , C Forms were not submitted.

5: Whether Passport, VISA & Nationality details of Foreign guests are updated in IDS or not and are same as per C-form submitted data? **NC**

Rating: 6

Attachments :

Book5\_20180930\_202525.xls

Book6(1)\_20180930\_202537.xls

Observation Text :

In 423 instances, Passport, Visa details of foreign guests were not updated in IDS

and Incorrect details of Passport and Visa Nos. were updated in IDS, in 10 instances.  
(Sample Size: Apr '18 to 23 Aug '18 (100%))

**Section:** Front Office

**Subsection:** Cashiering

- 1: Are FOREX rates updated daily in the display area? **NC**

Rating: 0

Observation Text :

Unit does not have the practice of displaying Forex rate list at the Front Office department.

- 2: Are Actual foreign exchange done tallied with paid out transaction report in IDS? **NC**

Rating: 6

Attachments :

Book10\_20180930\_204151.xls

Observation Text :

In an instance, difference of Excess 50 Dollar's in surrendering to Thomas cook and as per Encashment certificates on 7th & 8th Apr '18.

- 3: Any delay in accounting the Forex amount in the ledgers with gain or loss ? **NC**

Rating: 6

Attachments :

Book11\_20181001\_143620.xls

Observation Text :

Delay of 37 to 154 days was observed in accounting the Forex incentive amount, Rs.3.00 Lakhs. (Sample Size: Apr '18 to Aug '18 (100%))

**Section:** Front Office

**Subsection:** CVGR Process

- 1: Whether agreement for the current year of audit available for all CVGR companies ?  
Whether the rates updated in the rate master list is as per agreement and whether the billings are made as per the same? If NO, financial impact to be given. **NC**

Rating: 6

Attachments :

Book12\_20181001\_144012.xlsx

Book13\_20181001\_144019.xls

Book14\_20181001\_144024.xls

Observation Text :

1.) On random basis, A few agreements were verified as on 03-09-18, observed that CVGR rates were not updated in the IDS, for 8 companies. 2.) In an instance, Rate variance as per CVGR Rate and as per IDS. 3.) Differences between CVGR rate and billing amounts to short charged of Rs. 1.95 Lakhs in 205 instances and excess charged of Rs.0.60 lakh in 128 instances. (Sample Size : 25 CVGR Agreements copies verified)

- 2: Whether No shows / cancellation past the stipulated time charged to the guest and Wherever no shows are charged to the card, whether payment slip attached for each

transaction? **NC**

Rating: 0

Attachments :

Book16\_20181001\_144929.xls

Book17\_20181001\_144936.xls

3: Whether no shows waivers properly authorized by the concerned? **NC**

Rating: 0

Observation Text :

The same were not authorised.

**Section:** Front Office

**Subsection:** Extra Bed

1: Is there any documented SOP on control of extra beds ? **NC**

Rating: 0

**Section:** Front Office

**Subsection:** Guest Complaints or Feedback Registers

1: Analysis on Guest complaints to be carried out and highlight the frequent complaints.

**NC**

Rating: 6

Attachments :

Book19\_20181001\_150036.xls

Book20\_20181001\_150040.xls

Observation Text :

On analysis of guest complaints from Apr'18 to Jul'18 following were observed: - A maximum of 42 complaints (30.43%) out of total 138 complaints were related to F & B Service. - This was followed by 37 complaints (26.81%) related to Engineering and 21 complaints (15.21%) related to House Keeping respectively.

**Section:** Front Office

**Subsection:** SPA

1: Whether all the agreements are renewed and up to date? **NC**

Rating: 6

Observation Text :

Agreement done on 3rd Nov '15, no renewal was done as on date of audit 03-09-18 and the amount of Rs.3.00 Lakhs collected towards Security deposit.

2: Whether Trade licences are renewed and up to date? **NC**

Rating: 0

Observation Text :

Certificate of Registration is expired on 27-01-18

3: Whether the paid out voucher or the bill signed by the guest and the Front office cashier ? **NC**

Rating: 6

Observation Text :

Observed that no signatures were available on the paid out vouchers, amounting to Rs.2.15 Lakhs

4: Are the guest details confirmed by the Spa personnel with Front Office before providing the service ? **NC**

Rating: 0

## Chronic

No chronic issues found

# Audit Questionnaire

**Section:** Front Office

**Subsection:** C-Form

1: Whether Passport and visa details collected for foreigners?

Rating: 8

Observation Text :

On random basis, passport and visa details collected from foreign guests and the same was found to be satisfactory.

2: Visa period is not nearing expiry and is checked for validity?

Rating: 8

Observation Text :

Satisfactory

3: Whether C-form submitted for foreigners within 24 hours of check-in? **NC**

Rating: 6

Attachments :

Book1(1)\_20180930\_195415.xls

Observation Text :

Delay of 2 to 53 days in submitting the C-forms through online mode for Foreign guests after check-ins, in 148 instances. (Sample Size: Apr '18 to 23 Aug '18 (100%))

4: Whether C-form submitted for Pakistani, Afghanistan and Bangladeshi citizens within 12 hours of check-in? **NC**

Rating: 6

Attachments :

Book2(1)\_20180930\_195459.xls

Observation Text :

Delay of above 12 HRS in submitting the C-forms through online mode for Pakistani, Afganistan and Bangladeshi citizens after check-ins, in 52 instances. (Sample Size: Apr '18 to 23 Aug '18 (100%))

5: Whether submitted C-form details are same as per Passport and Visa copies

Rating: 8

Observation Text :

Satisfactory

6: Whether departure details are updated in c form portal? **NC**

Rating: 6

Attachments :

Book3(1)\_20180930\_195830.xls

Observation Text :

C Forms were not submitted through online after guest check out.



7: Whether for all foreign nationals C-form have been submitted? (Comparison between IDS report based on the nationality and submission of C-form). **NC**

Rating: 6

Attachments :

Book4(1)\_20180930\_200017.xls

Observation Text :

In 4 instances , C Forms were not submitted.

8: Whether Passport, VISA & Nationality details of Foreign guests are updated in IDS or not and are same as per C-form submitted data? **NC**

Rating: 6

Attachments :

Book5\_20180930\_202525.xls

Book6(1)\_20180930\_202537.xls

Observation Text :

In 423 instances, Passport, Visa details of foreign guests were not updated in IDS and Incorrect details of Passport and Visa Nos. were updated in IDS, in 10 instances. (Sample Size: Apr '18 to 23 Aug '18 (100%))

**Section:** Front Office

**Subsection:** Cashiering

1: Are FOREX rates updated daily in the display area? **NC**

Rating: 0

Observation Text :

Unit does not have the practice of displaying Forex rate list at the Front Office department.

2: Any delay in update of Forex rates in IDS?

Rating: 9

Observation Text :

Satisfactory

3: Whether Forex currencies are sold to the Thomas cook without any delay resulting in loss to the unit ?

Rating: 8

Attachments :

Book7\_20180930\_203037.xls

Observation Text :

Delay of 5 to 9 days was observed in submitting the Forex to Thomas cook, in 20 instances and Negligible loss of Rs.15/- (Sample Size: Apr '18 to 22nd Aug '18 (100%))

4: Whether cashier signature available on the encashment certificate?

Rating: 9

Attachments :

Book8\_20180930\_203841.xls

## Observation Text :

In 11 instances, cashier's signature not taken on the encashment certificates.  
(Sample Size: Apr '18 to 22nd Aug '18 (100%))

- 5: Whether guest signature taken on the encashment certificate?

Rating: 9

## Attachments :

Book9\_20180930\_204034.xls

## Observation Text :

In 3 instances, guest's signature not taken on the encashment certificates. (Sample Size: Apr '18 to 22nd Aug '18 (100%))

- 6: Whether passport of the guest encasing foreign exchange collected and documented?

Rating: 9

## Observation Text :

Satisfactory

- 7: Are Actual foreign exchange done tallied with paid out transaction report in IDS? **NC**

Rating: 6

## Attachments :

Book10\_20180930\_204151.xls

## Observation Text :

In an instance, difference of Excess 50 Dollar's in surrendering to Thomas cook and as per Encashment certificates on 7th & 8th Apr '18.

- 8: Any delay in accounting the Forex amount in the ledgers with gain or loss ? **NC**

Rating: 6

## Attachments :

Book11\_20181001\_143620.xls

## Observation Text :

Delay of 37 to 154 days was observed in accounting the Forex incentive amount, Rs.3.00 Lakhs. (Sample Size: Apr '18 to Aug '18 (100%))

- 9: Are Physical cash tallied with IDS cash in Front office ?

Rating: 9

## Observation Text :

Physical verification of cash was carried out at Front Office as on 24-Aug-18 @ 12:45 PM and short variance of Rs.44/- was found. (Sample: As on 24-Aug-18)

**Section:** Front Office**Subsection:** CVGR Process

- 1: Whether agreement for the current year of audit available for all CVGR companies ?  
Whether the rates updated in the rate master list is as per agreement and whether the billings are made as per the same? If NO, financial impact to be given. **NC**

Rating: 6

## Attachments :

Book12\_20181001\_144012.xlsx

Book13\_20181001\_144019.xls

Book14\_20181001\_144024.xls

Observation Text :

1.) On random basis, A few agreements were verified as on 03-09-18, observed that CVGR rates were not updated in the IDS, for 8 companies. 2.) In an instance, Rate variance as per CVGR Rate and as per IDS. 3.) Differences between CVGR rate and billing amounts to short charged of Rs. 1.95 Lakhs in 205 instances and excess charged of Rs.0.60 lakh in 128 instances. (Sample Size : 25 CVGR Agreements copies verified)

2: Whether the agreements are signed by both the parties?

Rating: 9

Observation Text :

satisfactory

3: Whether BTC voucher / letter attached with the GRC and whether BTC vouchers are raised within the time as per SOP?

Rating: 8

Attachments :

Book15\_20181001\_144221.xls

Observation Text :

Delay of 4 to 7 days in raising the BTC Invoices and delay of 5 to 20 days in sending the invoices to companies, respectively in 3 and 11 instances, amounting to Rs.11.27 Lakhs.

4: Does the Access to alter CVGR rate is given only as per the responsibility matrix defined?

Rating: 8

Observation Text :

FOM will have access to modify the rates.

5: Whether credit limit and period defined and are there any discrepancies between credit period / credit limit as per approval form and system update?

Rating: 8

Observation Text :

For Top 20 Companies, Credit limit fixed for Corporates.

6: Are there any duplicate company code in IDS?

Rating: 8

Observation Text :

Satisfactory

7: Are there any difference in meal plan as agreed and provided and are there any approvals available for the deviation?

Rating: 9

Observation Text :

Satisfactory

8: Whether No shows / cancellation past the stipulated time charged to the guest and Wherever no shows are charged to the card, whether payment slip attached for each transaction? **NC**

Rating: 0

Attachments :

Book16\_20181001\_144929.xls

Book17\_20181001\_144936.xls

9: Whether no shows waivers properly authorized by the concerned? **NC**

Rating: 0

Observation Text :

The same were not authorised.

10: Whether the agreed room nights and or revenue proposed in agreement / mail communication are actually achieved as to have agreed for a special rate by GP?

Rating: 8

Observation Text :

Satisfactory

**Section:** Front Office

**Subsection:** Room Transfers and Upgradation

1: Analysis on Room transfers to be carried out and highlight the controllable reasons

Rating: 8

Attachments :

Book18\_20181001\_145148.xls

Observation Text :

Observed that 20% of Total Room transfers i.e., 104 out of 506 instances were in nature of complaints, which can be controllable by the unit. . (Sample Size: Apr '18 to Aug '18 (100%))

2: Are the Room transfer slips raised with complete details ? ☒ Not Applicable

3: Any Short/Excess GST charged and collected from the guests due to Room upgradations or Degradations?

Rating: 8

Observation Text :

Satisfactory

**Section:** Front Office

**Subsection:** Extra Bed

1: Is there any documented SOP on control of extra beds ? **NC**

Rating: 0

2: Are the extra bed slips available and documented?

Rating: 9

Observation Text :

Satisfactory

3: Do extra bed slips bear pre printed serial number?

Rating: 9

4: Are the extra bed slips authorized by the concern?

Rating: 9

Observation Text :

Satisfactory

5: Any rate mismatch between the Reservation, extra bed slips and the Rate charged as per IDS ?

Rating: 8

Observation Text :

Satisfactory

6: Are the extra bed slips authenticated by the Housekeeping and Front office departments?

Rating: 9

7: Is IDS configured to charge GST at straight 18 % on extra bed charges ?

Rating: 9

8: Any Short/Excess GST charged and collected from the guests while charging extra beds?

Rating: 9

### **Section: Front Office**

#### **Subsection: Guest Complaints or Feedback Registers**

1: Any guest feedback register available at the front desk ?

Rating: 9

Observation Text :

Register is Available.

2: Is the guest feedback register updated accordingly with complete details like Date, Guest Name, Room No, Nature of Complaint, Time of receipt of complaint, Received by, Informed to, Time of rectification, Remarks.

Rating: 9

Observation Text :

Satisfactory.

3: Analysis on Guest complaints to be carried out and highlight the frequent complaints.

**NC**

Rating: 6

Attachments :

Book19\_20181001\_150036.xls

Book20\_20181001\_150040.xls

**Observation Text :**

On analysis of guest complaints from Apr'18 to Jul'18 following were observed: - A maximum of 42 complaints (30.43%) out of total 138 complaints were related to F & B Service. - This was followed by 37 complaints (26.81%) related to Engineering and 21 complaints (15.21%) related to House Keeping respectively.

**Section:** Front Office

**Subsection:** Physical Verification

- 1: Any variance found during the physical verification of Locker keys ?

Rating: 9

**Observation Text :**

On verification of locker keys as on 24-Aug-18 at 01:10 PM, Upper Locker Keys Number 3 missing from 2015 onwards.

- 2: Whether the guest baggage and left behind luggage registers are maintained and updated as and when the luggage are handed over to the guest?

Rating: 9

**Observation Text :**

On verification of luggage as on 24-Aug-18 at 01:30 PM and found satisfactory

- 3: Are there any missing keys and whether documentation is available with the ratification by the Duty manager / FOM?

Rating: 9

**Observation Text :**

On verification of Room keys as on 24-Aug-18 at 01:00 PM and Variance of 3 keys were observed. (Sample: As on 24-Aug-18)

- 4: Any variance found during the physical verification of Medicine Stock ?

Rating: 9

**Observation Text :**

Satisfactory

- 5: Any variance found during the physical verification of Room Verification ?

Rating: 9

**Observation Text :**

Room verification of vacant rooms was carried out on random basis (12 Rooms) on 24-Aug-18 at 01:45 PM and no deviations were found as per the details in the room status in IDS.

**Section:** Front Office

**Subsection:** SPA

- 1: Whether all the agreements are renewed and up to date? **NC**

Rating: 6

## Observation Text :

Agreement done on 3rd Nov '15, no renewal was done as on date of audit 03-09-18 and the amount of Rs.3.00 Lakhs collected towards Security deposit.

2: Whether the rent received are same as per the agreement and whether the same are received without any delay? ☒ Not Applicable

3: Whether Trade licences are renewed and up to date? **NC**

Rating: 0

## Observation Text :

Certificate of Registration is expired on 27-01-18

4: Whether the agreement is signed by both the parties?

Rating: 9

5: Is the Changeability of tax mentioned on the Spa tariff card ?

Rating: 9

6: Whether Rate as per Spa tariff card matched with the Spa bill ?

Rating: 8

Attachments :

Book21\_20181001\_152005.xls

## Observation Text :

In a few instances, difference in rate charged for SPA services. Excess of Rs.900/- and short of Rs.2200/- were charged. (Sample Size: Apr '18 to 23rd Aug '18 (50%))

7: Whether the Spa bill accounted by the Front office personnel under the guest paid outs on the same day ?

Rating: 9

8: Whether the paid out voucher or the bill signed by the guest and the Front office cashier ? **NC**

Rating: 6

## Observation Text :

Observed that no signatures were available on the paid out vouchers, amounting to Rs.2.15 Lakhs

9: Are the guest details confirmed by the Spa personnel with Front Office before providing the service ? **NC**

Rating: 0

10: Attendance Register for the Spa personnel verified by the security personnel during IN/OUT ?

Rating: 9

## Observation Text :

Verified and updated the same in the register.

11: Is the cash carried by Spa personnel verified by the security personnel during

IN/OUT ?

Rating: 9