

Audit Report for Audit ID - AU00151-1

VA-Front Office - Billing Accuracy


Audit Score

94/100

Details

Audit	AU00151
Scheduled Audit	AU00151-1
Location	Visakhapatnam
Hotel	GreenPark Hotel- GPV
Department	Front Office Dept
Checklist	VA-Front Office - 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	1
Chronic Issues	0

Comparison

GREENPARK HOTEL- GPV VA-FRONT OFFICE - BILLING ACCURACY				
VA-FRONT OFFICE - BILLING ACCURACY		Jun 2018	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED		
1	Billing Accuracy	94	-	-
Audit Score		 94	-	-

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

Non-Compliance

Section: Billing Accuracy

Subsection: Cashiering

1: Taxes were charged properly **NC**

Rating: 6

Attachments :

QUE27_DOC_20180611_111443.xlsx

Observation Text :

On verifying the process, it was observed the unit has no practice of separate accounting for the commission charged by make my trip and Goibibo. Results in non availed of GST input credit on commission of Rs.6,058/- Note: Invoice raised by the unit is exclusive of commission charged by the MMT and Goibibo. Response: We started to charged gross amount from march onwards and the variance is due to that

Chronic

No chronic issues found

Audit Questionnaire

Section: Billing Accuracy

Subsection: Check-in Procedures

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

Rating: 10

Observation Text :

Rate was charged properly to the guest.

- 2: Whether settlement details updated in GRC?

Rating: 10

Observation Text :

Settlement was properly updated in GRC.

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

Rating: 8

Attachments :

QUE3_DOC_20180611_101305.xlsx

Observation Text :

In 4 instances, Guest ID proof was not attached with the GRC. RESPONSES: Will ensure that we will collect the photo ID for all the guests.

- 4: Guest signature taken on GRC?

Rating: 10

Observation Text :

Guest signature was taken all GRCs.

- 5: Guest photograph

Rating: 10

Observation Text :

Guest photo was taken all GRCs.

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

Rating: 8

Attachments :

QUE6_DOC_20180611_102226.xlsx

Observation Text :

Delay of 3-8 days in online submission of C-form of foreigners in 6 instances.

Response: All guest's came through immigration visa which we have received one day before check out after properly verified by vizag immigration department We have received OCI card from guest on mail on 8th march as she forget that in Hyderabad.

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

Rating: 8

Attachments :

QUE7_DOC_20180611_111519.xlsx

Observation Text :

Passport, VISA & Nationality details of room guests not updated in IDS in solitary instance. Response: We have update wrong nationality for Mr. Netaji Rental (Actual in Indian) erroneously and we will not repeat henceforth.

Section: Billing Accuracy

Subsection: Billing Process

1: Are cancelled bills documented with reasons and approvals?

Rating: 8

Attachments :

QUE8_DOC_20180611_102419.xlsx

Observation Text :

In a couple instances, bills were cancelled without reason & approval. Response: Will ensure to mention proper reason with concerned authorization for cancelled bills.

2: Are all complimentary bills approved?

Rating: 10

Observation Text :

All complimentary bills are properly approved.

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

Rating: 10

Observation Text :

Miscellaneous charge are properly charged to the guest.

4: Are Extra beds charged?

Rating: 10

Observation Text :

Extra bed was charged properly.

5: Are room upgradations approved?

Rating: 10

Observation Text :

Approval was available for the upgraded rooms.

Section: Billing Accuracy

Subsection: Cashiering

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

Rating: 10

Observation Text :

Early morning check-in are properly charged to the guest.

2: Are approvals available for waivers?

Rating: 10

Observation Text :

Approvals are available for the waive offs for complimentary cases.

3: Whether Taxes collected for wash and change rooms facility given for less than 3 hours ? ☒ Not Applicable

4: Whether wash and change rooms facility given for more than 3 hours charged as per SOP

Rating: 8

Attachments :

QUE16_DOC_20180611_111223.xlsx

Observation Text :

In 11 instances, Wash & change room facility given for more than 6 hrs unit for which head approval was not obtained. Response: At present GM signs are to be taken and hence forth to be mentioned in reg. card itself if more than 3 hours

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

Rating: 8

Observation Text :

Refer above point.

6: Whether advance collected for walk-in guests?

Rating: 8

Attachments :

QUE18_DOC_20180611_111248.xlsx

Observation Text :

In a couple of instances, advance not collected from individual guests. Response: Mr. Pradeep booking came through reference of Mr. Radhakrishna (Asst Mgr. F&B) and Mr. Sreenivas is our regular guest.

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

Rating: 10

Observation Text :

All the advance receipts given to the guest are acknowledged by the guest and cashier.

8: Are they generated receipts serially numbered?

Rating: 10

9: Are there any Manual postings done?

Rating: 10

Observation Text :

No manual posting done.

10: Are allowances properly authorized?

Rating: 10

Observation Text :

All allowance were properly authorised by FOM & GM

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

Rating: 10

Observation Text :

Reason for allowance was properly updated both in IDS & bill.

12: Are taxes reversed while passing allowances?

Rating: 10

Observation Text :

Taxes for allowance were properly reversed.

13: Whether IDS cash balance and physical cash tallied?

Rating: 10

Observation Text :

IDS cash was properly tallied with Physical cash-covered in Surprise verification.

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

Rating: 10

15: Taxes were charged properly **NC**

Rating: 6

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Section: Billing Accuracy

Subsection: Check-Out Procedures

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

Rating: 10

2: Are approvals available for waivers?

Rating: 10

Observation Text :

Approval is available for waivers.

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

Rating: 10

Observation Text :

Guest signature was taken on the all refund receipt vouchers.

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

Rating: 10

Observation Text :

All paid outs were posted to the guest folio

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

Rating: 10

Observation Text :

All the paid outs were signed properly by the guest & cashier

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

Rating: 10

Observation Text :

All the check-out bill attached with merchant copy for card settlement