

Audit Report for Audit ID - AU00288-2

VA- Surprise Night Verification HK Q2

Audit Score

90/100

Details

Audit	AU00288
Scheduled Audit	AU00288-2
Location	Hyderabad
Hotel	AVASA Hotel
Department	House Keeping
Checklist	VA- Surprise Night Verification HK Q2
Audit Type	External
Auditor	Saritha C
Start Date	16-04-2019
End Date	23-04-2019
Submitted Date	20-04-2019
Status	Completed
Assigned By	Administrator Account
Non-Compliance	0
Chronic Issues	0

Comparison

AVASA HOTEL VA- SURPRISE NIGHT VERIFICATION HK Q2					
VA- SURPRISE NIGHT VERIFICATION HK Q2		Nov 2018	Apr 2019	VARIANCE	% of Increase / Decrease (-/+)
S.No	Sections	SCORE OBTAINED	SCORE OBTAINED		
1	General	90	90	0	0%
2	HK Functions	88	90	2	2.27%
Audit Score		● 89	● 90	1	1.12%

	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: General

Subsection: Others

- 1: Telephone operator connecting calls from Vacant Rooms ?

Rating: 9

Observation Text :

Telephone operator did not connect call from Vacant Room

Section: HK Functions

Subsection: Room Verification

- 1: Any delay in releasing the rooms?

Rating: 9

Observation Text :

No such instances. Satisfactory.

- 2: Any Expired item in Minibar?

Rating: 9

Observation Text :

No such instances. Satisfactory.

- 3: Are all the electrical fittings in working condition?

Rating: 9

Observation Text :

Verified and found satisfactory.

- 4: Are all the amenities placed as per SOP ?

Rating: 9

Observation Text :

Verified and found satisfactory.