

# Audit Report for Audit ID - AU00474-1

## VA- Surprise Night Verification HK Q2


Audit Score

90/100

### Details

Audit	AU00474
Scheduled Audit	AU00474-1
Location	Chennai
Hotel	GreenPark Hotel- GPC
Department	House Keeping
Checklist	VA- Surprise Night Verification HK Q2
Audit Type	External
Auditor	Venkat Associates
Start Date	18-04-2019
End Date	25-04-2019
Submitted Date	19-04-2019
Status	Completed
Assigned By	Administrator Account
Non-Compliance	0
Chronic Issues	0

## Comparison

<b>GREENPARK HOTEL- GPC</b> <b>VA- SURPRISE NIGHT VERIFICATION HK Q2</b>				
VA- SURPRISE NIGHT VERIFICATION HK Q2		Apr 2019	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED		
1	General	90	-	-
2	HK Functions	90	-	-
Audit Score		 90	-	-

	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 :

On the day of surprise verification audit it was found satisfactory

**Section:** HK Functions

**Subsection:** Room Verification

1: Any delay in releasing the rooms?

Rating: 9

Observation Text :

On the day of surprise verification audit it was found satisfactory

2: Any Expired item in Minibar?

Rating: 9

Observation Text :

On the day of surprise verification audit it was found satisfactory

3: Are all the electrical fittings in working condition?

Rating: 9

Observation Text :

On the day of surprise verification audit it was found satisfactory

4: Are all the amenities placed as per SOP ?

Rating: 9

Observation Text :

On the day of surprise verification audit it was found satisfactory