

Audit Report for Audit ID - AU00314-1

Front Office Functions


Audit Score

68/100

Details

Audit	AU00314
Scheduled Audit	AU00314-1
Location	Hyderabad
Hotel	GreenPark Hotel- GPH
Department	Front Office Dept
Checklist	Front Office Functions
Audit Type	Internal
Auditor	Rama Govinda Reddy
Start Date	15-11-2018
End Date	25-11-2018
Submitted Date	16-11-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	8
Chronic Issues	0

Comparison

GREENPARK HOTEL- GPH FRONT OFFICE FUNCTIONS				
FRONT OFFICE FUNCTIONS		Nov 2018	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED		
1	Front Office	68	-	-
Audit Score		 68	-	-

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

Non-Compliance

Section: Front Office

Subsection: FO Function

- 1: Taxes Excess /short collected. **NC**
Rating: 6
Attachments :
QUE5_DOC_20181116_124927.xls
- 2: Photo id & Address proofs. **NC**
Rating: 7
- 3: Room sold more than 30% discount. **NC**
Rating: 7
Attachments :
QUE8_DOC_20181116_124956.xls
QUE8_DOC_20181116_124959.xls
QUE8_DOC_20181116_125002.xls
- 4: Allowances and approvals. **NC**
Rating: 6
Attachments :
QUE9_DOC_20181116_125013.xls
- 5: Reservation slips & Vouchers attached to the bills. **NC**
Rating: 6
- 6: No show rooms retention charged. **NC**
Rating: 7
Attachments :
QUE11_DOC_20181116_125033.xls
- 7: Other Front office bills. **NC**
Rating: 6
- 8: Day audit report. **NC**
Rating: 4
Attachments :
QUE15_DOC_20181116_125121.xls

Chronic

No chronic issues found

Audit Questionnaire

Section: Front Office

Subsection: FO Function

1: Revenue loss on early check-in & late check out's

Rating: 8

Attachments :

QUE3_DOC_20181116_124905.xls

QUE3_DOC_20181116_124909.xls

2: Plan sales not mentioned properly (Even in system was Not shown AP plan)

Rating: 8

3: Taxes Excess /short collected. **NC**

Rating: 6

Attachments :

QUE5_DOC_20181116_124927.xls

4: Service tax not collection. ☒ Not Applicable

5: Photo id & Address proofs. **NC**

Rating: 7

6: Room sold more than 30% discount. **NC**

Rating: 7

Attachments :

QUE8_DOC_20181116_124956.xls

QUE8_DOC_20181116_124959.xls

QUE8_DOC_20181116_125002.xls

7: Allowances and approvals. **NC**

Rating: 6

Attachments :

QUE9_DOC_20181116_125013.xls

8: Reservation slips & Vouchers attached to the bills. **NC**

Rating: 6

9: No show rooms retention charged. **NC**

Rating: 7

Attachments :

QUE11_DOC_20181116_125033.xls

10: List of re-open last 3 months.

Rating: 9

Attachments :

QUE12_DOC_20181116_125045.xls

11: Same company different tariff charged.

Rating: 8

Attachments :

QUE13_DOC_20181116_125103.xls

12: Other Front office bills. **NC**

Rating: 6

13: Day audit report. **NC**

Rating: 4

Attachments :

QUE15_DOC_20181116_125121.xls