

Audit Report for Audit ID - AU00483-1

VA- Surprise Verification Bqts


Audit Score

90/100

Details

Audit	AU00483
Scheduled Audit	AU00483-1
Location	Chennai
Hotel	GreenPark Hotel- GPC
Department	F & B Service
Checklist	VA- Surprise Verification Bqts
Audit Type	External
Auditor	Venkat Associates
Start Date	25-04-2019
End Date	30-04-2019
Submitted Date	25-04-2019
Status	Completed
Assigned By	Administrator Account
Non-Compliance	0
Chronic Issues	0

Comparison

GREENPARK HOTEL- GPC VA- SURPRISE VERIFICATION BQTS				
VA- SURPRISE VERIFICATION BQTS		Apr 2019	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED		
1	Banquets	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: Banquets

Subsection: Billing

- 1: Whether the rates offered are same as banquets menu rate ?

Rating: 9

Observation Text :

On the day of surprise verification audit it was found satisfactory

- 2: Are Advance collected during bookings/Confirmation- as per the SOP?

Rating: 9

Observation Text :

On the day of surprise verification audit it was found satisfactory

- 3: Whether guest acknowledgement and Banquets Manager signature taken on FP?

Rating: 9

Observation Text :

On the day of surprise verification audit it was found satisfactory

- 4: Are the plate control sheets acknowledged by the guest and the Event manager / Team leader?

Rating: 9

Observation Text :

On the day of surprise verification audit it was found satisfactory

- 5: Short/Excess billing for Liquor when compare with rate list ?

Rating: 9

Observation Text :

On the day of surprise verification audit it was found satisfactory

- 6: Short/Excess billing of plates when compare with plate control sheet ?

Rating: 9

Observation Text :

On the day of surprise verification audit it was found satisfactory

- 7: Short/Excess billing of Hire Items when compare with rate list ?

Rating: 9

Observation Text :

On the day of surprise verification audit it was found satisfactory

- 8: Were Guaranteed pax of plates placed at the start of the event ?

Rating: 9

Observation Text :

On the day of surprise verification audit it was found satisfactory

9: Are the bills settled correctly after the completion of event ?

Rating: 9

Observation Text :

On the day of surprise verification audit it was found satisfactory

Section: Banquets

Subsection: Others

1: Are the Food tags displayed ?

Rating: 9

Observation Text :

On the day of surprise verification audit it was found satisfactory

2: Is clearance counter available as per the SOP ?

Rating: 9

Observation Text :

On the day of surprise verification audit it was found satisfactory

3: Any expired beers in the Banquet stores ?

Rating: 9

Observation Text :

No such items found

4: Is permission obtained for cocktail events ? (One day liquor license) ☒ Not Applicable

5: Is permission obtained for DJ in the events ? ☒ Not Applicable