

Audit Report for Audit ID - AU00502-1

SBS-FO Billing Accuracy


Audit Score

70/100

Details

Audit	AU00502
Scheduled Audit	AU00502-1
Location	Hyderabad
Hotel	GreenPark Hotel- GPH
Department	Front Office Dept
Checklist	SBS-FO Billing Accuracy
Audit Type	External
Auditor	Monika A
Start Date	09-05-2019
End Date	14-05-2019
Submitted Date	09-05-2019
Status	Completed
Assigned By	Administrator Account
Non-Compliance	14
Chronic Issues	0

Comparison

GREENPARK HOTEL- GPH SBS-FO BILLING ACCURACY				
SBS-FO BILLING ACCURACY		May 2019	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED		
1	Billing Accuracy	70	-	-
Audit Score		 70	-	-

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

Non-Compliance

Section: Billing Accuracy

Subsection: Check-in Procedures

- 1: Whether Registration cards complete in all aspects and attached to FO bills? **NC**

Rating: 7

Attachments :

QUE177_DOC_20190509_181856.xlsx

- 2: Whether there any manual changes in the Room rate charged and registration card?

NC

Rating: 7

Attachments :

QUE178_IMG_20190509_182141.jpg

QUE178_IMG_20190509_182231.jpg

- 3: Whether there any manual Change of Plans in Registration card? **NC**

Rating: 7

- 4: Whether all KYC norms complied(i.e. Guest identification card and authentication of guest on registration card) ? **NC**

Rating: 7

Section: Billing Accuracy

Subsection: Others

- 1: Is there updation of occupancy statistics in case of Amendment in the Date of departure? **NC**

Rating: 7

- 2: Whether Reasons for room movement mentioned in IDS? **NC**

Rating: 7

Attachments :

QUE191_DOC_20190509_181629.xlsx

Section: Billing Accuracy

Subsection: Billing Process

- 1: Whether Tariff Rates charged according to the BAR Rates for NON CVGR cases? If not whether authorisations are there for such lower rates? **NC**

Rating: 6

Attachments :

QUE197_DOC_20190509_181500.xlsx

- 2: Whether tariff Rates charged according to the CVGR agreement for CVGR cases?

NC

Rating: 6

Attachments :

QUE198_DOC_20190509_181415.xlsx

3: Whether EMC and LC are charged? **NC**

Rating: 7

Attachments :

QUE199_DOC_20190509_181203.xlsx

4: Whether all the No Shows collected? **NC**

Rating: 7

5: Whether Authorisations are obtained for room upgradations? **NC**

Rating: 7

Attachments :

QUE202_DOC_20190509_181122.xlsx

Section: Billing Accuracy

Subsection: Statutory

1: Whether all the Calculation of Taxes correct according applicable statutory requirements? **NC**

Rating: 7

Attachments :

QUE203_DOC_20190509_181007.xlsx

2: Whether C Forms are submitting in time? **NC**

Rating: 5

Attachments :

QUE204_DOC_20190509_180746.xlsx

3: Whether all requisite licences (such Forex related) are being renewed in time? **NC**

Rating: 7

Chronic

No chronic issues found

Audit Questionnaire

Section: Billing Accuracy

Subsection: Check-in Procedures

- 1: Is registration card Prepared for all check-ins?
Rating: 8
- 2: Whether Registration cards complete in all aspects and attached to FO bills? **NC**
Rating: 7
Attachments :
QUE177_DOC_20190509_181856.xlsx
- 3: Whether there any manual changes in the Room rate charged and registration card?
NC
Rating: 7
Attachments :
QUE178_IMG_20190509_182141.jpg
QUE178_IMG_20190509_182231.jpg
- 4: Whether there any manual Change of Plans in Registration card? **NC**
Rating: 7
- 5: Whether all KYC norms complied(i.e. Guest identification card and authentication of guest on registration card) ? **NC**
Rating: 7
- 6: Whether there any instances of non collection of Advance amount form walk in guests? ☒ Not Applicable
- 7: Whether CVGR Agreements exist for all those CVGR Companies mentioned in IDS?
☒ Not Applicable
- 8: Whether any Non CVGR Guests categorized as CVGR Guests in IDS? ☒ Not Applicable

Section: Billing Accuracy

Subsection: Others

- 1: Are there any duplicate Codes given for CVGR Companies? ☒ Not Applicable
- 2: Is there updation of occupancy statistics in case of Amendment in the Date of departure? **NC**
Rating: 7
- 3: Whether Forex Rates are being updated daily at FO reception desk? ☒ Not Applicable
- 4: Whether Guest Feedback is obtaining for all check outs? ☒ Not Applicable

- 5: Whether there any unresolved guest feed backs? ☒ Not Applicable
- 6: Whether there any repetitive feedback from guests? ☒ Not Applicable
- 7: Whether the login credentials for left employees have been changed immediately?
Rating: 8

- 8: Whether Reasons for room movement mentioned in IDS? **NC**
Rating: 7
Attachments :
QUE191_DOC_20190509_181629.xlsx

Section: Billing Accuracy**Subsection: SOP**

- 1: Whether Reasons for room movement mentioned in Room movement slip? ☒ Not Applicable
- 2: Whether Laundry, Room service, Outlet bills and Room Movement slips if any attached with front office bills?
Rating: 8
- 3: Is Wash and change charged according to the SOP? ☒ Not Applicable

Section: Billing Accuracy**Subsection: Billing Process**

- 1: Any Allowances given for unreasonable purposes? ☒ Not Applicable
- 2: Whether all bills are adequately authorised? ☒ Not Applicable
- 3: Whether Tariff Rates charged according to the BAR Rates for NON CVGR cases? If not whether authorisations are there for such lower rates? **NC**
Rating: 6
Attachments :
QUE197_DOC_20190509_181500.xlsx

- 4: Whether tariff Rates charged according to the CVGR agreement for CVGR cases?
NC
Rating: 6
Attachments :
QUE198_DOC_20190509_181415.xlsx

- 5: Whether EMC and LC are charged? **NC**
Rating: 7
Attachments :
QUE199_DOC_20190509_181203.xlsx

- 6: Whether all the unsettled food bills in the outlets charged to Guest at the time of Check Out? ☒ Not Applicable

7: Whether all the No Shows collected? **NC**

Rating: 7

8: Whether Authorisations are obtained for room upgradations? **NC**

Rating: 7

Attachments :

QUE202_DOC_20190509_181122.xlsx

Section: Billing Accuracy

Subsection: Statutory

1: Whether all the Calculation of Taxes correct according applicable statutory requirements? **NC**

Rating: 7

Attachments :

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2: Whether C Forms are submitting in time? **NC**

Rating: 5

Attachments :

QUE204_DOC_20190509_180746.xlsx

3: Whether all requisite licences (such Forex related) are being renewed in time? **NC**

Rating: 7

4: Are there any differences between C forms filed and to be filed? ☒ Not Applicable

5: Whether there are any differences in nationality as per IDS and as per C form? ☒
Not Applicable

6: Whether there are any instances for which C form has been filed and the same has not been found in IDS? ☒ Not Applicable

7: Are there any differences in date of arrival and departure and timings as per IDS and C form portal? ☒ Not Applicable

8: Whether extra amount has been charged in case of extra bed?

Rating: 8