

# Audit Report for Audit ID - AU00302-1

## VA- F&B Controls Q2


Audit Score

85/100

### Details

Audit	AU00302
Scheduled Audit	AU00302-1
Location	Chennai
Hotel	GreenPark Hotel- GPC
Department	F&B Controls
Checklist	VA- F&B Controls Q2
Audit Type	External
Auditor	Venkat Associates
Start Date	13-11-2018
End Date	20-11-2018
Submitted Date	17-11-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	5
Chronic Issues	0

## Comparison

GREENPARK HOTEL- GPC VA- F&B CONTROLS Q2				
VA- F&B CONTROLS Q2		Nov 2018	VARIANCE	% of Increase / Decrease (-/+)
S.No	Sections	SCORE OBTAINED		
1	F n B Controls	85	-	-
Audit Score		 85	-	-

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

## Non-Compliance

### Section: F n B Controls

#### Subsection: Menu Master

- 1: Are there multiple items codes created for the same item and vice versa? **NC**

Rating: 7

Attachments :

QUE1\_DOC\_20181116\_091943.xlsx

QUE1\_DOC\_20181116\_133955.xlsx

Observation Text :

In a solitary instance, we observed that 2 codes were available for same product in IDS. Also the rate was short charged as compared with the menu rate which resulted in financial loss of Rs.120 On comparing the menu rates of "In-room Dining" with the restaurant menu rates, it was observed that prices for 17 items in "In -room Dining" menu were lower than the restaurant menu rate. The differential sale value for the audit period is Rs. 24,495/- due to the rate difference.

- 2: Whether item codes created for all the items available in the menu card and vice versa? **NC**

Rating: 7

Attachments :

QUE3\_DOC\_20181116\_091839.xlsx

Observation Text :

In 6 instances, item codes was not created IDS for the items available in the menu card.

- 3: Any rate variance between the menu card and ids rate and vice-versa? **NC**

Rating: 7

Attachments :

QUE8\_DOC\_20181116\_092244.xlsx

Observation Text :

In a couple of instances, it was observed IDS rates are lower than the menu rate to the financial loss of Rs.1,870/-.

### Section: F n B Controls

#### Subsection: Bar Inventory

- 1: Whether spoilage/Spillage register is maintained at Bar or not? **NC**

Rating: 0

Observation Text :

No register is maintaining at Bar

### Section: F n B Controls

#### Subsection: Recipe Food Cost Analysis

- 1: Wherever recipes are updated, whether the items are sold above / par / below the cost?=**NC**

Rating: 0

Attachments :

QUE49\_DOC\_20181116\_093821.xlsx

Observation Text :

On discussion with the hotel personnel and on verifying in IDS, it was observed that though IDS has "Recipe costing module" the unit is not making use of the module and has not updated recipes for 98 out of 171 items available in the menu as on date

## Chronic

No chronic issues found

# Audit Questionnaire

**Section:** F n B Controls

**Subsection:** Menu Master

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2: If yes, whether the same are corrected and such changes are documented with reason and approval?

Rating: 9

Observation Text :

Approval is available

3: Whether item codes created for all the items available in the menu card and vice versa? **NC**

Rating: 7

Attachments :

QUE3\_DOC\_20181116\_091839.xlsx

Observation Text :

In 6 instances, item codes was not created IDS for the items available in the menu card.

4: Whether multiple rates are defined for the same menu items?

Rating: 8

Attachments :

QUE4\_DOC\_20181116\_092020.xlsx

Observation Text :

In 65 instances, we observed that different rates were defined for same product at different outlets.

5: If yes, whether the same are corrected and such changes are documented with reason and approval?

Rating: 9

Observation Text :

Approval available

6: Are there any open item billing done?

Rating: 8

Observation Text :

Open item billing was made but not higher than the menu rate

7: If yes, whether the same is documented with approval? ☒ Not Applicable

8: Any rate variance between the menu card and ids rate and vice-versa? **NC**

Rating: 7

Attachments :

QUE8\_DOC\_20181116\_092244.xlsx

Observation Text :

In a couple of instances, it was observed IDS rates are lower than the menu rate to the financial loss of Rs.1,870/-.

### **Section: F n B Controls**

#### **Subsection: KOT**

1: Whether KOT's are raised for all the table bookings?

Rating: 9

Observation Text :

Yes

2: Any seriality break in generation of KOTs?

Rating: 9

Observation Text :

No such cases observed

3: Whether any KOT's are deleted from the system and are approved by the Chef?

Rating: 9

Observation Text :

No such cases observed

4: Whether the KOT delete option is accessed by unauthorized user ID ?

Rating: 9

Observation Text :

No such cases observed

5: Whether all the items in KOT are billed?

Rating: 9

Observation Text :

Yes

6: Whether reasons and approvals are available for missed out items in bill from KOT?

Rating: 9

Observation Text :

No such cases observed

7: Are cancelled KOT's approved and documented with reason?

Rating: 9

Observation Text :

Yes

8: Are void bills are approved with reasons and documented?

Rating: 9

Observation Text :

yes

9: Whether In Room Dining Control sheet are maintained and updated properly?

Rating: 9

Observation Text :

yes

10: Any delay in serving foods to guests from the time of order taken at the outlets?

Rating: 9

Observation Text :

No such cases observed

11: Are there any manual KOT's raised and reason for the same is documented with approvals?

Rating: 9

Observation Text :

No such cases observed

### **Section: F n B Controls**

#### **Subsection: Non-chargeable Bills**

1: Whether in-house guest occupancy list prepared for complimentary breakfast and marked and tallied with the Non-chargeable bills raised for the same?

Rating: 9

Observation Text :

yes

2: Are all Non-chargeable bills signed by the guest?

Rating: 9

Observation Text :

yes

3: Are all Non-chargeable bills approved by the GM?

Rating: 9

Observation Text :

yes



4: Whether any record maintained for wastage generated at each outlets and the same are updated daily with approval?

Rating: 8

Observation Text :

yes

**Section:** F n B Controls

**Subsection:** Bills Processing & Settlement

1: Any seriality break in generation of bills?

Rating: 9

Observation Text :

No such cases observed

2: Whether any bills are made void post settlement and time gap between the same?

Rating: 9

Observation Text :

No such cases observed

3: Are there any bills settled in cash / card were made void later?

Rating: 8

Attachments :

QUE26\_DOC\_20181116\_092909.xlsx

Observation Text :

In 5 instances, the bill was resettled in void, which was settled earlier in cash & Credit card.

4: Whether any discounts are passed after settlement is done?

Rating: 9

Observation Text :

No such cases observed

5: If so, time gap between the same and whether approvals are available? ☒ Not Applicable

6: Whether impression of Privilege/ FHRAI/Other discount cards are obtained from the guest at the time of discount given?

Rating: 9

Observation Text :

Yes Impression of FHRAI was taken for all discount bills

7: Any abnormal time difference for re-printing the food bills for the 2nd time?

Rating: 9

Observation Text :

No abnormal time difference

8: Whether any surprise verification is carried out to check whether the quantity served

at the outlets are as per standard fixed, documented and approved for any deviation?

Rating: 9

Observation Text :

Yes

**Section: F n B Controls**

**Subsection: Bar Inventory**

1: Are the bar stock updated daily for opening balance, receipts, issues and closing balance?

Rating: 9

Observation Text :

yes

2: Whether physical stock verification of liquor & soft drinks are conducted on a daily basis?

Rating: 9

Observation Text :

yes

3: Whether physical stock taking papers are documented with adequate approval?

Rating: 9

Observation Text :

yes

4: Are the adjustments to the bar stock approved by the F&B manager?

Rating: 9

Observation Text :

If short variance - Will be charged to employee and If excess variance - will be given to controls

5: Does the unit recover the short variance of liquor stock from the employees during daily stock verification conducted at Bar?

Rating: 9

Observation Text :

yes

6: Is the FL - 3 register updated daily and tallied with the bar inventory register?

Rating: 9

Observation Text :

yes

7: Does the unit utilize the facility of procuring the liquor under Duty free option?

Rating: 9

Observation Text :

yes

8: Are the chipped beers/damaged liquor bottles are properly segregated from the fresh stocks?

Rating: 9

Observation Text :

yes

9: Whether spoilage/Spillage register is maintained at Bar or not? **NC**

Rating: 0

Observation Text :

No register is maintaining at Bar

10: Is there a display board available at a prominent place for serving liquor only to persons above 21 years of age?

Rating: 9

Observation Text :

yes

### **Section: F n B Controls**

#### **Subsection: Buffet controls**

1: Whether Veg & Non-Veg food items are segregated properly in Buffet session?

Rating: 9

Observation Text :

yes

2: Whether food item tags are placed in front of Veg & Non-Veg items in Buffet session?

Rating: 9

Observation Text :

yes

3: Is there a tracking mechanism for buffet coupons offered to guests ?

Rating: 9

Observation Text :

yes

4: Whether proper table bookings are done for both complimentary and chargeable buffets?

Rating: 9

Observation Text :

On the basis of pax they will arrange the tables. If guest specifically ask to reserve a table, they will do the same

5: Whether the items in the hot holding (trays) have the temperature above 60 degrees? Surprise verification to be done

Rating: 9

Observation Text :

yes

6: Whether all the sessions buffet bills are closed and billed properly without any delay as per session-wise for both non-chargeable and chargeable basis?

Rating: 9

Observation Text :

yes

**Section:** F n B Controls

**Subsection:** Recipe Food Cost Analysis

1: Whether recipes are updated for all the menus and rates are picked up as per latest GRN rate / weighted average rate?

Rating: 9

Observation Text :

Latest GRN rate was picked up in IDS

2: Wherever recipes are updated, whether the items are sold above / par / below the cost? = **NC**

Rating: 0

Attachments :

QUE49\_DOC\_20181116\_093821.xlsx

Observation Text :

On discussion with the hotel personnel and on verifying in IDS, it was observed that though IDS has "Recipe costing module" the unit is not making use of the module and has not updated recipes for 98 out of 171 items available in the menu as on date

3: Whether quantity of ingredients are correctly updated in the recipe costing module in IDS?

Rating: 9

Observation Text :

yes

4: Whether overall food cost % is less than the standard cost of 29% as per policy? If not, reason and whether approval obtained?

Rating: 9

5: Whether food costing is done for banquet events where the PAX are above 1000 and the price charged is over the costing only?

Rating: 9

Observation Text :

yes

6: Whether any abnormal trend or increase in NC sales on Total F&B Sales during the period? If yes, reason and whether approved or not?

Rating: 9

Observation Text :

No such cases observed

7: Whether any abnormal trend or increase in Open Item sales on Total F&B Sales during the period? If yes, reason and whether authorized or not?

Rating: 8

Attachments :

QUE54\_DOC\_20181116\_094355.xlsx

Observation Text :

Only in the month of July'18, Open item sales of R&G and Room service are increased drastically

8: Does the unit have the practice of conducting the "Yield testing" for butchery stock?

Rating: 9

Observation Text :

yes

**Section:** F n B Controls

**Subsection:** Staff Cafeteria - Controls on Food Utilization

1: Whether actual cafeteria expenses are within the budgeted expenses? If not, reason and approval obtained?

Rating: 9

Observation Text :

yes

2: Whether Cafeteria coupons are collected and handed over to accounts dept every month with adequate approvals?

Rating: 9

Observation Text :

yes

3: Whether Cafeteria feedback register is monitoring by the F&B Manager at frequent intervals ?

Rating: 9

Observation Text :

yes

4: Whether food wastage at Cafeteria is documented on a daily basis with approval ?

Rating: 9

Observation Text :

yes

**Section:** F n B Controls

**Subsection:** Physical Verification

1: Physical verification of cash to be carried out at outlets and variances to be reported

Rating: 9

Observation Text :

Done on 26-10-2018. No variance found

- 2: Physical verification of stocks to be carried out at outlets and variances to be reported

Rating: 9

Observation Text :

Done on 25-10-2018. No variance found

- 3: Any expired food items are served to the guests/employees?

Rating: 9

Observation Text :

No expired food items are served to guests

**Section: F n B Controls**

**Subsection: Items Indenting process and Controls**

- 1: "Whether all the materials issued from stores have proper indents signed by both the receiver and the issuer and wherever such documents are not available, whether such issues were updated in the register signed as per SOP and updated in IDS the subsequent day?

Rating: 9

Observation Text :

yes

- 2: Whether all the issues that were done after stores working hours as updated in the ODD HOUR register are updated in IDS with all the accurate details on the subsequent day?

Rating: 9

Observation Text :

yes

- 3: Are there any pending indents? Status of the same to be given here

Rating: 9

Observation Text :

no such cases observed