

# Audit Report for Audit ID - AU00142-2

## VA-F&B Controls - Billing Accuracy

Audit Score



85/100

### Details

Audit	AU00142
Scheduled Audit	AU00142-2
Location	Chennai
Hotel	GreenPark Hotel- GPC
Department	F&B Controls
Checklist	VA-F&B Controls - Billing Accuracy
Audit Type	External
Auditor	Venkat Associates
Start Date	16-01-2019
End Date	23-01-2019
Submitted Date	22-01-2019
Status	Completed
Assigned By	Administrator Account
Non-Compliance	3
Chronic Issues	0

## Comparison

### GREENPARK HOTEL- GPC VA-F&B CONTROLS - BILLING ACCURACY

VA-F&B CONTROLS - BILLING ACCURACY		Jun 2018	Jan 2019	VARIANCE	% of Increase / Decrease (-/+)
S.No	Sections	SCORE OBTAINED	SCORE OBTAINED		
1	F n B Controls	68	85	17	25%
Audit Score		 68	 85	17	25%

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

# Non-Compliance

**Section:** F n B Controls

**Subsection:** Bills Processing & Settlement

1: Are there any time gap between bill open time and close time? **NC**

Rating: 7

Attachments :

QUE53\_DOC\_20190121\_203556.xlsx

Observation Text :

In 55 instances, there was a delay of over 3 hours from the bill time to the settlement time.

2: Is there any change in mode of settlement from cash to card and vice-versa and whether the same is reversed and tallied? **NC**

Rating: 7

Attachments :

QUE55\_DOC\_20190121\_203842.xlsx

Observation Text :

In 13 instances, Bills were first settled in cash mode, But later were settled in Credit card mode. Bills amounting to Rs.0.23Lakh.

**Section:** F n B Controls

**Subsection:** KOT

1: Bill closed with in 5 mins of punching KOT ? **NC**

Rating: 7

Attachments :

QUE65\_DOC\_20190122\_100447.xlsx

Observation Text :

In 1572 instances, bills were settled with in 5 mins of punching KOT.

## Chronic

No chronic issues found

# Audit Questionnaire

## Section: F n B Controls

### Subsection: Menu Master

1: Are there any open item billing done?

Rating: 9

Observation Text :

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

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

## Section: F n B Controls

### Subsection: Bills Processing & Settlement

1: Are all the F&B bills that are to be charged to the room signed by the guest to avoid disputes later?

Rating: 9

Observation Text :

Yes

2: Are there any time gap between bill open time and close time? **NC**

Rating: 7

Attachments :

QUE53\_DOC\_20190121\_203556.xlsx

Observation Text :

In 55 instances, there was a delay of over 3 hours from the bill time to the settlement time.

3: For FHRAI discounts, whether impression of the membership cards taken in the bills?

Rating: 9

Attachments :

QUE54\_DOC\_20190121\_203802.xlsx

Observation Text :

In 3 instances, it observed that FHRAI discount was not provided to the guest.

4: Is there any change in mode of settlement from cash to card and vice-versa and whether the same is reversed and tallied? **NC**

Rating: 7

Attachments :

QUE55\_DOC\_20190121\_203842.xlsx

Observation Text :

In 13 instances, Bills were first settled in cash mode, But later were settled in Credit card mode. Bills amounting to Rs.0.23Lakh.

5: Time of settling of bill precedes the KOT punching time in IDS ?

Rating: 9

Observation Text :

No such instances observed

6: Discount bills authenticated by the concerned on the bill ?

Rating: 9

Observation Text :

Authorisation taken for all the bills

**Section:** F n B Controls

**Subsection:** Cashiering

1: Are allowances properly authorized and documented with reasons?

Rating: 9

Observation Text :

yes

2: Whether chef signature taken on the bills that were cancelled for food complaints?

Rating: 9

Observation Text :

Authorisation taken for all the bills

3: Are NC bills authorised.

Rating: 9

4: Are Void bills authorised.

Rating: 9

Observation Text :

All the void bills is authorised by F&B manager & chef

5: Whether IDS cash balance and physical cash tallied at all outlets?

Rating: 9

Observation Text :

Physical verification of cash was carried out at Front office & various outlets on 30-Nov-18 and observed no variance.

**Section:** F n B Controls

**Subsection:** Bar Inventory

1: Whether liquor tallied with book balance and physical balance at all outlets?

Rating: 8

Observation Text :

Physical verification of liquor was carried out at Club Mustang on 30-Nov-18 and observed an Excess variance of Rs.246/-

2: Any Liquor was served to guest beyond the permitted time as per license

Rating: 9

Observation Text :

Same Check points were mentioned in the Special Audit Report.

**Section:** F n B Controls

**Subsection:** KOT

1: Bill closed with in 5 mins of punching KOT ? **NC**

Rating: 7

Attachments :

QUE65\_DOC\_20190122\_100447.xlsx

Observation Text :

In 1572 instances, bills were settled with in 5 mins of punching KOT.