

Audit Report for Audit ID - AU00294-1

VA- Surprise Night Verification HK Q2


Audit Score

78/100

Details

Audit	AU00294
Scheduled Audit	AU00294-1
Location	Visakhapatnam
Hotel	GreenPark Hotel- GPV
Department	House Keeping
Checklist	VA- Surprise Night Verification HK Q2
Audit Type	External
Auditor	Venkat Associates
Start Date	09-11-2018
End Date	15-11-2018
Submitted Date	14-11-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	1
Chronic Issues	0

Comparison

GREENPARK HOTEL- GPV VA- SURPRISE NIGHT VERIFICATION HK Q2				
VA- SURPRISE NIGHT VERIFICATION HK Q2		Nov 2018	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED		
1	General	80	-	-
2	HK Functions	75	-	-
Audit Score		 78	-	-

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

Non-Compliance

Section: HK Functions

Subsection: Room Verification

1: Are all the electrical fittings in working condition? **NC**

Rating: 6

Observation Text :

During verification of three rooms it was found that at least one power socket is not in working condition

Chronic

No chronic issues found

Audit Questionnaire

Section: General

Subsection: Others

1: Telephone operator connecting calls from Vacant Rooms ?

Rating: 8

Observation Text :

Call was not connected from vacant room

Section: HK Functions

Subsection: Room Verification

1: Any delay in releasing the rooms?

Rating: 8

Observation Text :

No delays observed

2: Any Expired item in Minibar?

Rating: 8

Observation Text :

Minibar only contain softdrinks

3: Are all the electrical fittings in working condition? **NC**

Rating: 6

Observation Text :

During verification of three rooms it was found that at least one power socket is not in working condition

4: Are all the amenities placed as per SOP ?

Rating: 8

Observation Text :

Verified three rooms and found satisfactory.