

# Audit Report for Audit ID - AU00173-1

## VA- Surprise Verification F&B S Q1

Audit Score

84/100

### Details

Audit	AU00173
Scheduled Audit	AU00173-1
Location	Hyderabad
Hotel	Marigold Hotel
Department	F & B Service
Checklist	VA- Surprise Verification F&B S Q1
Audit Type	External
Auditor	JAGDISH DAS
Start Date	31-07-2018
End Date	06-08-2018
Submitted Date	01-08-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	4
Chronic Issues	0

## Comparison

<b>MARIGOLD HOTEL</b> <b>VA- SURPRISE VERIFICATION F&amp;B S Q1</b>				
VA- SURPRISE VERIFICATION F&B S Q1		Jul 2018	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED		
1	F&B	84	-	-
Audit Score		● 84	-	-

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

# Non-Compliance

## Section: F&B

### Subsection: Billing Controls

- 1: Paid seal is available on the all settled bills **NC**

☒ No

#### Observation Text :

No practice of affixing paid seal on the settled bills in the bar. Cash and Credit card sale amounting to Rs.500/- and Rs.500/- respectively.

## Section: F&B

### Subsection: Statutory Compliance

- 1: Was Liquor served to guest within the permitted time as per license **NC**

☒ No

#### Attachments :

Book1\_20180801\_131304.xls

#### Observation Text :

In a couple of instances, liquor was served to the guests after 23:00 Hrs. ( sample 1-12th Jul '18).

- 2: Is display for Minors available in the bar with visibility ? **NC**

☒ No

#### Observation Text :

Signage reading 'IMPL or Beer will not be served to guests below 21 years of age ' in the Bar.

- 3: Physical Liquor tallied with book stock in the Bar ? **NC**

☒ No

#### Attachments :

Book2\_20180801\_131620.xls

#### Observation Text :

Physical verification of liquor was carried out at Mystique lounge as on 13.07.18 and excess variance of 3 Small's amounting to Rs.230/- was found.

## Chronic

No chronic issues found

# Audit Questionnaire

## Section: F&B

### Subsection: Billing Controls

1: Whether impression of the cards taken for GP privilege card and FHRAI discounts ?

☒ Yes

Observation Text :

No cases of privilege card discounts from 1 - 13th July'18.

2: Are discounts properly authorized and documented with reasons?

☒ Yes

3: Are NC bills authorised and documented with reasons

☒ Yes

4: Are Void bills authorised and documented with reasons

☒ Yes

5: Were all the KOTs cancelled with approvals of concern ?

☒ Yes

Observation Text :

No cases were observed from 1 - 13th July'18.

6: Are all the bills settled ?

☒ Yes

7: Are the bills raised against all the KOT's ?

☒ Yes

8: Whether Guest acknowledgement available on the room posting bills.

☒ Yes

9: Paid seal is available on the all settled bills **NC**

☒ No

Observation Text :

No practice of affixing paid seal on the settled bills in the bar. Cash and Credit card sale amounting to Rs.500/- and Rs.500/- respectively.

10: KOT was punched before serving the dishes ?

☒ Yes

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

☒ Yes

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

☒ Yes

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

☒ Yes

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

☒ Yes

15: Whether the Liquor served was charged as per FP ?

☒ Yes

16: Whether the Hired Items provided were charged as per FP ?

☒ Yes

17: Whether the pax/plates provided were charged as per guaranteed pax in FP/as per actuals ?

☒ Yes

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

☒ Yes

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

☒ Yes

20: Physical cash tallied with IDS cash in Bar ? ☒ Not Applicable

#### **Section: F&B**

##### **Subsection: Statutory Compliance**

1: Was Liquor served to guest within the permitted time as per license **NC**

☒ No

Attachments :

Book1\_20180801\_131304.xls

Observation Text :

In a couple of instances, liquor was served to the guests after 23:00 Hrs. ( sample 1-12th Jul '18).

2: Is display for Minors available in the bar with visibility ? **NC**

☒ No

Observation Text :

Signage reading 'IMPL or Beer will not be served to guests below 21 years of age ' in the Bar.

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

4: Physical Liquor tallied with book stock in the Bar ? **NC**

☒ No

Attachments :

Book2\_20180801\_131620.xls

Observation Text :

Physical verification of liquor was carried out at Mystique lounge as on 13.07.18 and excess variance of 3 Small's amounting to Rs.230/- was found.

**Section: F&B**

**Subsection: Stock Controls**

1: Beers in bar or bar stores with in the validity ?

☒ Yes

2: Any expired beers in the Banquet stores ? ☒ Not Applicable

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

**Section: F&B**

**Subsection: Procedural Controls**

1: Are the Food tags displayed on buffet?

☒ Yes

2: Is clearance counter available as per the SOP ?

☒ Yes