

# Audit Report for Audit ID - AU00375-1

## SBS- Surprise Night Verification FO


Audit Score

60/100

### Details

|                 |                                     |
|-----------------|-------------------------------------|
| Audit           | AU00375                             |
| Scheduled Audit | AU00375-1                           |
| Location        | Hyderabad                           |
| Hotel           | GreenPark Hotel- GPH                |
| Department      | Front Office Dept                   |
| Checklist       | SBS- Surprise Night Verification FO |
| Audit Type      | External                            |
| Auditor         | Suma B                              |
| Start Date      | 02-01-2019                          |
| End Date        | 07-01-2019                          |
| Submitted Date  | 07-01-2019                          |
| Status          | Completed                           |
| Assigned By     | Administrator Account               |
| Non-Compliance  | 3                                   |
| Chronic Issues  | 0                                   |

## Comparison

| <b>GREENPARK HOTEL- GPH</b><br><b>SBS- SURPRISE NIGHT VERIFICATION FO</b> |              |  |          |                                    |
|---|--------------|--|----------|------------------------------------|
| SBS- SURPRISE NIGHT<br>VERIFICATION FO                                    |              | Jan 2019   | VARIANCE | % of Increase /<br>Decrease (-/ +) |
| S.No  | Sections     | SCORE OBTAINED   |          |                                    |
| 1   | Front Office | 60   | -        | -                                  |
| Audit Score   |              |  60 | -        | -                                  |

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

## Non-Compliance

**Section:** Front Office

**Subsection:** FO Function

1: Whether clock placed in the rooms are working? **NC**

Rating: 5

Attachments :

QUE86\_IMG\_20190107\_102306.jpg

2: Whether every room contains fire escape measures? **NC**

Rating: 7

Observation Text :

Room no 147 does not contain fire escape measures.

3: Whether room is properly cleaned? **NC**

Rating: 6

Attachments :

QUE88\_IMG\_20190107\_113321.jpg

QUE88\_IMG\_20190107\_113342.jpg

QUE88\_IMG\_20190107\_113440.jpg

QUE88\_IMG\_20190107\_113508.jpg

QUE88\_IMG\_20190107\_113534.jpg

Observation Text :

During our physical verification we found that room is not cleaned properly.

## Chronic

No chronic issues found

## Audit Questionnaire

**Section:** Front Office

**Subsection:** FO Function

1: Whether clock placed in the rooms are working? **NC**

Rating: 5

Attachments :

QUE86\_IMG\_20190107\_102306.jpg

2: Whether every room contains fire escape measures? **NC**

Rating: 7

Observation Text :

Room no 147 does not contain fire escape measures.

3: Whether room is properly cleaned? **NC**

Rating: 6

Attachments :

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Observation Text :

During our physical verification we found that room is not cleaned properly.