

Audit Report for Audit ID - AU00231-2

VA-Front Office Routine

Audit Score

70/100

Details

Audit	AU00231
Scheduled Audit	AU00231-2
Location	Hyderabad
Hotel	Marigold Hotel
Department	Front Office Dept
Checklist	VA-Front Office Routine
Audit Type	External
Auditor	Saritha C
Start Date	12-08-2019
End Date	17-08-2019
Submitted Date	16-08-2019
Status	Completed
Assigned By	Administrator Account
Non-Compliance	2
Chronic Issues	1

Comparison

MARIGOLD HOTEL VA-FRONT OFFICE ROUTINE

VA-FRONT OFFICE ROUTINE		Oct 2018	Aug 2019	VARIANCE	% of Increase / Decrease (-/+)
S.No	Sections	SCORE OBTAINED	SCORE OBTAINED		
1	Front Office	79	70	-9	-11.39%
Audit Score		● 79	● 70	-9	-11.39%

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

Non-Compliance

Section: Front Office

Subsection: Travel Desk

1: Whether the unit has collected the driving license details of the drivers in service?

NC

Rating: 0

Observation Text :

The unit did not collect the driving license details of the drivers in service and not documented at the Blue Drive Travels desk for verification.

2: In case of discrepancies, whether the service provider is intimated and corrective action taken and the same is documented? **NC**

Rating: 5

Observation Text :

Could not be commented upon as the details are not maintained by the unit.

Chronic

Section: Front Office

Subsection: Travel Desk

1: Whether the unit has collected the driving license details of the drivers in service?

NC

Rating: 0

Observation Text :

The unit did not collect the driving license details of the drivers in service and not documented at the Blue Drive Travels desk for verification.

Audit Questionnaire

Section: Front Office

Subsection: Travel Desk

1: Whether agreement is entered into with the service provider and is up to date and signed by all the parties?

Rating: 8

Observation Text :

Agreement done from 01-09-18 to 31-03-20 for 2 years and the same signed by both the parties.

2: Whether the terms as per the agreement are followed properly (No.of cars to be provided Etc.,)

Rating: 8

3: Whether the unit has collected the driving license details of the drivers in service?

NC

Rating: 0

Observation Text :

The unit did not collect the driving license details of the drivers in service and not documented at the Blue Drive Travels desk for verification.

4: Whether the same is cross verified with online portal to confirm the eligibility of the drivers to drive transport and non-transport vehicles?

Rating: 8

Observation Text :

Physically verified one car driver details as on 9th July '19 and the details provided by them were satisfactory. (Car No.5895)

5: In case of discrepancies, whether the service provider is intimated and corrective action taken and the same is documented? **NC**

Rating: 5

Observation Text :

Could not be commented upon as the details are not maintained by the unit.

6: Whether all the vehicle are properly registered and have all the certificates and insurance taken and are up to date?

Rating: 8

Observation Text :

Physically verified one car driver details as on 9th July '19 and the details provided by them were satisfactory. (Car No.5895)

7: Whether trip sheets are attached with the invoices for all travels?

Rating: 8

Observation Text :

Verified and found to be satisfactory (Sample Size: Apr '19 & May '19)

8: Whether the trip sheets are signed by the person traveled?

Rating: 8

Observation Text :

Verified and found to be satisfactory (Sample Size: Apr '19 & May '19)

9: Whether the invoices for the trips are matched with the security register?

Rating: 8

Observation Text :

Verified and found to be satisfactory (Sample Size: Apr '19 & May '19)

10: Incase of discrepancies, whether the same are rectified / ratified with approvals?

Rating: 8

Observation Text :

Satisfactory

11: Whether the amount claimed for the trips is as per agreement?

Rating: 8

Observation Text :

Verified and found to be satisfactory (Sample Size: Apr '19 & May '19)

12: If not, whether reason is documented with approvals ? ☒ Not Applicable