

Audit Report for Audit ID - AU00513-1

Front Office Functions


Audit Score

78/100

Details

Audit	AU00513
Scheduled Audit	AU00513-1
Location	Chennai
Hotel	Sricity
Department	Front Office Dept
Checklist	Front Office Functions
Audit Type	Internal
Auditor	Rama Govinda Reddy
Start Date	15-05-2019
End Date	20-05-2019
Submitted Date	17-05-2019
Status	Completed
Assigned By	Administrator Account
Non-Compliance	2
Chronic Issues	0

Comparison

SRICITY FRONT OFFICE FUNCTIONS				
FRONT OFFICE FUNCTIONS		May 2019	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED		
1	Front Office	78	-	-
Audit Score		 78	-	-

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

Non-Compliance

Section: Front Office

Subsection: FO Function

1: Revenue loss on early check-in & late check out's **NC**

Rating: 6

Attachments :

QUE43_DOC_20190517_102331.xls

QUE43_DOC_20190517_102422.xls

2: Other Front office bills. **NC**

Rating: 7

Chronic

No chronic issues found

Audit Questionnaire

Section: Front Office

Subsection: FO Function

- 1: Revenue loss on early check-in & late check out's **NC**
 Rating: 6
 Attachments :
 QUE43_DOC_20190517_102331.xls
 QUE43_DOC_20190517_102422.xls
- 2: Plan sales not mentioned properly (Even in system was Not shown AP plan) ☒ Not Applicable
- 3: Taxes Excess /short collected. ☒ Not Applicable
- 4: Service tax not collection. ☒ Not Applicable
- 5: Photo id & Address proofs.
 Rating: 9
- 6: Room sold more than 30% discount. ☒ Not Applicable
- 7: Allowances and approvals.
 Rating: 8
 Attachments :
 QUE49_DOC_20190517_102403.xls
- 8: Reservation slips & Vouchers attached to the bills.
 Rating: 9
- 9: No show rooms retention charged.
 Rating: 8
 Attachments :
 QUE51_DOC_20190517_102450.xls
- 10: List of re-open last 3 months. ☒ Not Applicable
- 11: Same company different tariff charged. ☒ Not Applicable
- 12: Other Front office bills. **NC**
 Rating: 7
- 13: Day audit report. ☒ Not Applicable
- 14: Advances are not collecting with the guests (Direct payments) as per policy. ☒
 Not Applicable