

# Audit Report for Audit ID - AU00111-1

## VA-Banquets - Billing Accuracy

Audit Score

82/100

### Details

Audit	AU00111
Scheduled Audit	AU00111-1
Location	Hyderabad
Hotel	Marigold Hotel
Department	F & B Service
Checklist	VA-Banquets - Billing Accuracy
Audit Type	External
Auditor	Saritha C
Start Date	18-04-2018
End Date	24-04-2018
Submitted Date	24-04-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	1
Chronic Issues	0

## Comparison

MARIGOLD HOTEL VA-BANQUETS - BILLING ACCURACY				
VA-BANQUETS - BILLING ACCURACY		Apr 2018	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED		
1	Billing Accuracy	82	-	-
Audit Score		● 82	-	-

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

## Non-Compliance

**Section:** Billing Accuracy

**Subsection:** Billing Collections

1: Printed serial numbers available on banquet amendment slips. **NC**

Rating: 0

Observation Text :

No printed serial number s available on the amendment slips.

## Chronic

No chronic issues found

# Audit Questionnaire

## Section: Billing Accuracy

### Subsection: Reservations

- 1: Whether the rates offered are same as banquets menu rate?  
Rating: 9
- 2: Are Advance collected during bookings/Confirmation- as per the SOP?  
Rating: 9
- 3: Whether guest acknowledgement and Banquets Manager signature taken on FP?  
Rating: 9

## Section: Billing Accuracy

### Subsection: Cashiering

- 1: Whether PAN collected for cash payments exceeding Rs.50,000?  
Rating: 9
- 2: Are the plate control sheets attached for Extra plates consumed?  
Rating: 9
- 3: Are the plate control sheets acknowledged by the guest and the Event manager / Team leader?  
Rating: 8

#### Observation Text :

Observed that over writings made on the plate control sheet and the same not authenticated by Banquets manager/ F & B Manager.

## Section: Billing Accuracy

### Subsection: Billing Collections

- 1: Are necessary approvals obtained for discounts provided?  
Rating: 9
- 2: Are the invoices attached with the Function prospectus?  
Rating: 9
- 3: Short/Excess billing for Liquor when compare with rate list  
Rating: 9
- 4: Any cash received from the guest above Rs.200000/-  
Rating: 10
- 5: Short/Excess billing of Hire Items when compare with rate list  
Rating: 8

#### Attachments :

Book15\_20180424\_010804.xls

Observation Text :

Short / Excess billing of Hire items.

6: Banquet bills were serially filed

Rating: 9

7: Printed serial numbers available on banquet amendment slips. **NC**

Rating: 0

Observation Text :

No printed serial number s available on the amendment slips.