

# Audit Report for Audit ID - AU00222-1

## SBS-Front Office


Audit Score

60/100

### Details

Audit	AU00222
Scheduled Audit	AU00222-1
Location	Hyderabad
Hotel	GreenPark Hotel- GPH
Department	Front Office Dept
Checklist	SBS-Front Office
Audit Type	External
Auditor	Suma B
Start Date	27-09-2018
End Date	04-10-2018
Submitted Date	03-10-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	20
Chronic Issues	0

## Comparison

GREENPARK HOTEL- GPH SBS-FRONT OFFICE				
SBS-FRONT OFFICE		Sep 2018	VARIANCE	% of Increase / 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: CVGR Process

- 1: Whether approved CVGR list is provided or not? **NC**

Rating: 5

- 2: Whether rates are charging as per contract or not? **NC**

Rating: 5

#### Observation Text :

As there is a clause that rate changing is the discretion of the hotel in the contract, we didn't get the authorisations for few of the rate differences as per contract.

- 3: Whether meal plan is specified to every CVGR agreement? **NC**

Rating: 6

- 4: Are there any changes in the plan specified in the contract and actual plan given without charging excess? **NC**

Rating: 6

- 5: Whether complete data provided to Auditor for CVGR? **NC**

Rating: 6

## Section: Front Office

### Subsection: Room Transfers and Upgradation

- 1: Whether rates are increasing when a room is upgraded? **NC**

Rating: 7

- 2: Whether there are any common and continuous complaints for room upgradtions? **NC**

Rating: 6

- 3: Are room upgradations are made even though the same type of room is available? **NC**

Rating: 6

- 4: Are there any frequent rejections by different guests for the same room? **NC**

Rating: 6

## Section: Front Office

### Subsection: Extra Bed

- 1: Whether extra bed charges are being charged accurately or not? **NC**

Rating: 7

## Section: Front Office

### Subsection: Guest Complaints or Feedback Registers

- 1: Whether every day feedback had been taken from guests or not? **NC**

Rating: 4

- 2: Whether feedback had been taken from every guest or not? **NC**

Rating: 5

**Section:** Front Office

**Subsection:** Physical Verification

- 1: Whether the amenities in the room are properly placed or not? **NC**

Rating: 6

- 2: Whether there any deviations from SOP? **NC**

Rating: 6

- 3: Are there any repetitive observations? **NC**

Rating: 6

Observation Text :

1.Late submission of C form 2.For non CVGR cases tariff was charged below bar rates. 3.Differences between details as per C form and IDS. 4.Amount for extra bed is not charged. 5.Inconsistencies in maintaining guest feedback register. 6.Differences in case of CVGR rates charged and to be charged. 7.Rooms are not being maintained as described in the SOP. 8.Inconsistencies in C forms

**Section:** Front Office

**Subsection:** Foreign Guests - Maintenance of Records

- 1: Are there any differences C forms filed and to be filed? **NC**

Rating: 6

- 2: Is there any delay in filing C forms within the due dates? **NC**

Rating: 6

- 3: Whether the nationality of person is rightly mentioned in C form or not? **NC**

Rating: 7

- 4: Whether the nationality of guest is similar as per IDS and as per portal? **NC**

Rating: 6

- 5: Whether the departure dates as per IDS are similar to dates as per portal? **NC**

Rating: 6

## Chronic

No chronic issues found

# Audit Questionnaire

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Rating: 6

- 6: Whether every guest name C form filed is reflecting in IDS or not?

Rating: 8