

Audit Report for Audit ID - AU00478-1

VA-F&B Controls - Billing Accuracy

Audit Score

87/100

Details

Audit	AU00478
Scheduled Audit	AU00478-1
Location	Visakhapatnam
Hotel	GreenPark Hotel- GPV
Department	F&B Controls
Checklist	VA-F&B Controls - Billing Accuracy
Audit Type	External
Auditor	Venkat Associates
Start Date	22-04-2019
End Date	29-04-2019
Submitted Date	22-04-2019
Status	Completed
Assigned By	Administrator Account
Non-Compliance	2
Chronic Issues	0

Comparison

GREENPARK HOTEL- GPV VA-F&B CONTROLS - BILLING ACCURACY				
VA-F&B CONTROLS - BILLING ACCURACY		Apr 2019	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED		
1	F n B Controls	87	-	-
Audit Score		● 87	-	-

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

Non-Compliance

Section: F n B Controls

Subsection: Bills Processing & Settlement

1: Are there any time gap between bill open time and close time? **NC**

Rating: 7

Attachments :

QUE75_DOC_20190422_161343.xlsx

Observation Text :

In 45 instances, there was a delay of over 3 hours from the bill time to the settlement time.

2: Is there any change in mode of settlement from cash to card and vice-versa and whether the same is reversed and tallied? **NC**

Rating: 7

Attachments :

QUE77_DOC_20190422_161415.xlsx

Observation Text :

In 11 instances, Bills were first settled in cash mode, But later were settled in Credit card mode. Bills amounting to Rs.0.15Lakh.

Chronic

No chronic issues found

Audit Questionnaire

Section: F n B Controls

Subsection: Menu Master

1: Are there any open item billing done?

Rating: 9

Observation Text :

Open item billing was made but not higher or lower than the menu rate.

2: If yes, whether the same is documented with approval? ☒ Not Applicable

Section: F n B Controls

Subsection: Bills Processing & Settlement

1: Are all the F&B bills that are to be charged to the room signed by the guest to avoid disputes later?

Rating: 9

Observation Text :

yes

2: Are there any time gap between bill open time and close time? **NC**

Rating: 7

Attachments :

QUE75_DOC_20190422_161343.xlsx

Observation Text :

In 45 instances, there was a delay of over 3 hours from the bill time to the settlement time.

3: For FHRAI discounts, whether impression of the membership cards taken in the bills?

Rating: 9

Observation Text :

FHRAI discounts impression is available on the bills.

4: Is there any change in mode of settlement from cash to card and vice-versa and whether the same is reversed and tallied? **NC**

Rating: 7

Attachments :

QUE77_DOC_20190422_161415.xlsx

Observation Text :

In 11 instances, Bills were first settled in cash mode, But later were settled in Credit card mode. Bills amounting to Rs.0.15Lakh.

5: Time of settling of bill precedes the KOT punching time in IDS ?

Rating: 9

Observation Text :

No such instances observed

6: Discount bills authenticated by the concerned on the bill ?

Rating: 9

Observation Text :

Yes

Section: F n B Controls

Subsection: Cashiering

1: Are allowances properly authorized and documented with reasons?

Rating: 9

Observation Text :

Yes

2: Whether chef signature taken on the bills that were cancelled for food complaints?

Rating: 9

Observation Text :

Authorisation taken for all the bills

3: Are NC bills authorised.

Rating: 9

4: Are Void bills authorised.

Rating: 9

Observation Text :

All the void bills is authorised by F&B manager & chef

5: Whether IDS cash balance and physical cash tallied at all outlets?

Rating: 9

Observation Text :

Physical verification of cash was carried out at Front office & various outlets on 18-Mar-19 and observed no variance.

Section: F n B Controls

Subsection: Bar Inventory

1: Whether liquor tallied with book balance and physical balance at all outlets?

Rating: 9

Observation Text :

Same Check points were mentioned in the surprise night verification Audit Report.

2: Any Liquor was served to guest beyond the permitted time as per license

Rating: 9

Observation Text :

Same Check points were mentioned in the Physical round Audit Report.

Section: F n B Controls

Subsection: KOT

1: Bill closed with in 5 mins of punching KOT ?

Rating: 9

Observation Text :

yes punched properly