

Audit Report for Audit ID - AU00231-1

VA-Front Office Routine


Audit Score

79/100

Details

Audit	AU00231
Scheduled Audit	AU00231-1
Location	Hyderabad
Hotel	Marigold Hotel
Department	Front Office Dept
Checklist	VA-Front Office Routine
Audit Type	External
Auditor	Saritha C
Start Date	01-10-2018
End Date	06-10-2018
Submitted Date	08-10-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	4
Chronic Issues	0

Comparison

MARIGOLD HOTEL VA-FRONT OFFICE ROUTINE				
VA-FRONT OFFICE ROUTINE		Oct 2018	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED		
1	Front Office	79	-	-
Audit Score		 79	-	-

	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: 6

Attachments :

MANDATORYDOCUMENTSOFVEHICLESNOTMAINTAINEDBYTHEBLUEDRIVE(CABS&DRIVERS)_20181007_142905.xlsx

Observation Text :

Only badge details of the driving licence are updated and maintained as record instead of licence number. In a few instances mandatory documents /details were not obtained or not updated for record. (SAMPLE SIZE- 03-Jul-18,05-Jul-18 & 09-Aug-18) RESPONSE: Not provided.

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

Rating: 6

Attachments :

MANDATORYDOCUMENTSOFVEHICLESNOTMAINTAINEDBYTHEBLUEDRIVE(CABS&DRIVERS)_20181007_144017.xlsx

Observation Text :

In a few instances mandatory documents /details were not obtained or not updated for record. (SAMPLE SIZE- 03-Jul-18,05-Jul-18 & 09-Aug-18) RESPONSE: Not provided.

3: Whether the amount claimed for the trips is as per agreement? **NC**

Rating: 7

Attachments :

EXCESSRATE&DRIVERBHATTAPAIAGAINSTTHE TERMSMENTIONEDIN THEAGREEMENT_20181007_145034.xlsx
DRIVERBHATTAPAIAGAINSTTHE TIMINGMENTIONEDIN THEAGREEMENT_20181007_145121.xlsx
AMOUNTPAIDTOWARDSLADIESDROPINSPITEOF COMPLIMENTARY_20181007_145159.xlsx

Observation Text :

a) KM as per the ratelist & bill - verified and found to be satisfactory. (SAMPLE SIZE- Jul-18) b) Excess amount of Rs. 2,240/- due rate variance and Driver Bhatta excess paid against agreement (amount to be paid if any trip- Before 6AM & After 10PM) -An amount of Rs.4,300/-was paid till Jul'18. (SAMPLE SIZE-Apr'18-Jul'18) c) Ladies(Staff) Pickup & Drop - 1200KM/month complimentary- An amount of Rs.3,677/- was paid till Jul'18. (SAMPLE SIZE-Apr'18-Jul'18) RESPONSE: a) "We will recover the same from the next bill. b) Response not provided. c) Unit driver was not available, so travel desk vehicle was hired.

4: If not, whether reason is documented with approvals ? **NC**

Rating: 7

Observation Text :

Document with adequate approval not maintained for the instances mentioned in checkpoint no.11(SAMPLE SIZE-Apr'18-Jul'18) RESPONSE: Not provided.

Chronic

No chronic issues found

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: 9

Observation Text :

Agreement valid till 31-Jul-18. Renewal under process. An amount of Rs.1.91 Lakhs was paid in Aug'18. (SAMPLE SIZE- As on 17-Aug-18)

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

Rating: 9

Observation Text :

Verified and found satisfactory.(SAMPLE SIZE-Jul'18)

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

NC

Rating: 6

Attachments :

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Observation Text :

Only badge details of the driving licence are updated and maintained as record instead of licence number. In a few instances mandatory documents /details were not obtained or not updated for record. (SAMPLE SIZE- 03-Jul-18,05-Jul-18 & 09-Aug-18) RESPONSE: Not provided.

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 :

Verified and found satisfactory.(SAMPLE SIZE-As on 17-Aug-8)

5: In case of discrepancies, whether the service provider is intimated and corrective action taken and the same is documented? ☒ Not Applicable

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

Rating: 6

Attachments :

MANDATORYDOCUMENTSOFVEHICLESNOTMAINTAINEDBYTHEBLUEDRIVE(CABS&DRIVERS)_20181007_144017.xlsx

Observation Text :

In a few instances mandatory documents /details were not obtained or not updated for record. (SAMPLE SIZE- 03-Jul-18,05-Jul-18 & 09-Aug-18) RESPONSE: Not provided.

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

Rating: 9

Observation Text :

Verified and found to be satisfactory. (SAMPLE SIZE-Apr'18-Jul-18)

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

Rating: 9

Observation Text :

Verified and found to be satisfactory. (SAMPLE SIZE-Jul-18)

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

Rating: 9

Observation Text :

Verified and found to be satisfactory. (SAMPLE SIZE-Jul-18)

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

☒ Not Applicable

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

Rating: 7

Attachments :

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Ladies(Staff) Pickup & Drop - 1200KM/month complimentary- An amount of Rs.3,677/- was paid till Jul'18. (SAMPLE SIZE-Apr'18-Jul'18) RESPONSE: a) "We will recover the same from the next bill. b) Response not provided. c) Unit driver was not available, so travel desk vehicle was hired.

12: If not, whether reason is documented with approvals ? **NC**

Rating: 7

Observation Text :

Document with adequate approval not maintained for the instances mentioned in checkpoint no.11(SAMPLE SIZE-Apr'18-Jul'18) RESPONSE: Not provided.