

Audit Report for Audit ID - AU00427-1

VA- HK Q3


Audit Score

76/100

Details

Audit	AU00427
Scheduled Audit	AU00427-1
Location	Chennai
Hotel	GreenPark Hotel- GPC
Department	House Keeping
Checklist	VA- HK Q3
Audit Type	External
Auditor	Venkat Associates
Start Date	18-02-2019
End Date	25-02-2019
Submitted Date	25-02-2019
Status	Completed
Assigned By	Administrator Account
Non-Compliance	10
Chronic Issues	0

Comparison

GREENPARK HOTEL- GPC VA- HK Q3				
VA- HK Q3		Feb 2019	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED		
1	HK Functions	76	-	-
Audit Score		 76	-	-

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

Non-Compliance

Section: HK Functions

Subsection: Bill Processing

1: Whether complimentary laundry service provided are documented with approvals?

NC

Rating: 3

Attachments :

QUE38_DOC_20190220_155639.xlsx

Observation Text :

Complimentary laundry bill of RS.3.13 lakhs were raised without approval, in 870 instances

2: Whether the cancelled / void laundry bills are approved?inferences to be given based on the reasons **NC**

Rating: 7

Attachments :

QUE40_DOC_20190220_160022.xlsx

QUE40_DOC_20190220_160359.xlsx

Observation Text :

Void bills- no reason were mentioned for void bill amounting to RS.12,844/- and approval of the concerned were also not available. cancelled bills - In 26 instances, bills amounting to RS.18529 were cancelled in IDS from the user-id 'laundry' without adequate supporting or documentation

Section: HK Functions

Subsection: Consumables

1: Whether physical verification is done and variance if any are documented with approvals? **NC**

Rating: 5

Attachments :

QUE14_DOC_20190225_160431.xlsx

Observation Text :

Physical verification of room linen inventory as on 24-Dec-18 was carried out and the physical stock was matching with the book stock. RS.86,890 worth of F&B linen were missing, of which 50% were in the month of April and May. RS.351,765 worth Room linen were missing,of which 15% is in the month of September followed by 13% August. RS.3.92 lakhs worth uniform were missing, of which 37% is in Sep, followed by 24% in may.

2: Whether register maintained for Pillows, Extra bed, Bed runners available and and updated with the opening balance, issues, receipts, and closing balance and tallied with IDS **NC**

Rating: 0

Observation Text :

No register maintained for pillows, extra beds and bed runners

Section: HK Functions

Subsection: Lost and Found Articles

1: Whether any lost and found liquor was handover to controls? **NC**

Rating: 7

Observation Text :

Though, the L&F liquor is handed over to the controls, there is no practice of mentioning the details of room and date for identification.

Section: HK Functions

Subsection: Held-up Laundry

1: In case of any held-up laundry, whether the all the details are entered in the register and wherever the same is handed over to the guest, whether the signature of the guest is taken? **NC**

Rating: 5

Observation Text :

In held up laundry, we observed that the name of the guest and bill reference columns were left blank in most of the cases

Section: HK Functions

Subsection: Uniform Register and Tailoring

1: Whether physical verification of stitched and unstitched clothes is done and variance, if any are documented with approvals? **NC**

Rating: 7

Attachments :

QUE24_DOC_20190225_151812.xlsx

Observation Text :

PV of uniform stock was taken as on 24-Dec-18 and found variance in 6 instances amounting to net excess of Rs.0.16 Lakhs.

Section: HK Functions

Subsection: Festive Clothes

1: Whether register is maintained and updated for festival stock issues? **NC**

Rating: 0

Observation Text :

Register / Record was not maintained for the festival cloth and also no documentation was made available for the clothes issued and received back during the time of festival.

Section: HK Functions

Subsection: Shoe Register

1: Whether Physical verification of shoes are done and variance, if any are documented with approvals? **NC**

Rating: 3

Attachments :

QUE30_DOC_20190225_153645.xlsx

Observation Text :

The physical verification of shoes has been done and the variance of shoes cannot be traced out because of non availability of opening balance in the shoe register.

Section: HK Functions

Subsection: Pest Control

1: Pest control agreement and billing to be verified and commented upon **NC**

Rating: 7

Observation Text :

The pest control agreement is not signed by the vendor

Chronic

No chronic issues found

Audit Questionnaire

Section: HK Functions

Subsection: Rate Master

1: Are there multiple items codes created for the same item and vice versa ? If yes, whether the same are corrected and such changes are documented with reason and approval?

Rating: 9

2: whether multiple rates are defined for the same menu items? If yes, whether the same are corrected and such changes are documented with reason and approval?

Rating: 9

3: Are there any open item billing done? If yes, whether the same is documented with approval?

Rating: 9

Observation Text :

no such instances

4: Is there any difference in rate between Laundry list & IDS

Rating: 8

Attachments :

QUE36_DOC_20190220_154438.xlsx

Observation Text :

In 6 Instances, observed rate variance between laundry rate list and ID leading to a loss of Rs.4,660

Section: HK Functions

Subsection: Bill Processing

1: Is the laundry register tallied with the billings made?

Rating: 9

2: Whether complimentary laundry service provided are documented with approvals?

NC

Rating: 3

Attachments :

QUE38_DOC_20190220_155639.xlsx

Observation Text :

Complimentary laundry bill of RS.3.13 lakhs were raised without approval, in 870 instances

3: Are the shift sign off available in log book, key register, duty register, attendance and departure register?

Rating: 9

4: Whether the cancelled / void laundry bills are approved?inferences to be given based

on the reasons **NC**

Rating: 7

Attachments :

QUE40_DOC_20190220_160022.xlsx

QUE40_DOC_20190220_160359.xlsx

Observation Text :

Void bills- no reason were mentioned for void bill amounting to RS.12,844/- and approval of the concerned were also not available. cancelled bills - In 26 instances, bills amounting to RS.18529 were cancelled in IDS from the user-id 'laundry' without adequate supporting or documentation

5: Whether any compensation was paid for damage of items given on guest laundry?

Rating: 9

6: Whether Staff and HOD's laundry register are updated properly?

Rating: 9

7: Whether any extra beds are rented and whether they have been used or not?

Rating: 9

Observation Text :

Whenever there is a group check-in, housekeeping will receive a mail from the reservations regarding number of beds to be placed and the same will be rented from the outside agency and for the remaining extra beds request, it will be raised through "FX"(app) and will be placed in house. The same was verified with the vendor bills and occupancy of the particular days and found satisfied.

Section: HK Functions

Subsection: Consumables

1: Whether register maintained for Linen stock and F&B linen stock updated with the opening balance, issues, receipts, and closing balance?

Rating: 9

2: Whether register is maintained for all circulation stock of rooms and updated with the opening balance, issues, receipts, and closing balance?

Rating: 9

3: Whether physical verification is done and variance if any are documented with approvals? **NC**

Rating: 5

Attachments :

QUE14_DOC_20190225_160431.xlsx

Observation Text :

Physical verification of room linen inventory as on 24-Dec-18 was carried out and the physical stock was matching with the book stock. RS.86,890 worth of F&B linen were missing, of which 50% were in the month of April and May. RS.351,765 worth Room linen were missing, of which 15% is in the month of September followed by 13% August. RS.3.92 lakhs worth uniform were missing, of which 37% is in Sep, followed

by 24% in may.

4: Whether register maintained for Pillows, Extra bed, Bed runners available and and updated with the opening balance, issues, receipts, and closing balance and tallied with IDS **NC**

Rating: 0

Observation Text :

No register maintained for pillows, extra beds and bed runners

Section: HK Functions

Subsection: Lost and Found Articles

1: Is the lost and found register updated with name of the finder, place, time, item, quantity and signed by the HKM?

Rating: 8

Observation Text :

we did a physical verification of the lost and found articles and found no variance

2: Whether physical verification of lost and found articles done at frequent intervals and documented with remarks on the variance?

Rating: 9

Observation Text :

The audit team did a PV of the same and found no variance.

3: Whether any lost and found liquor was handover to controls? **NC**

Rating: 7

Observation Text :

Though, the L&F liquor is handed over to the controls, there is no practice of mentioning the details of room and date for identification.

Section: HK Functions

Subsection: Held-up Laundry

1: Whether the details of L&F returned is updated in the register and IDS?

Rating: 9

Observation Text :

The register was updated and found tallying with the details in IDS

2: In case of any held-up laundry, whether the all the details are entered in the register and wherever the same is handed over to the guest, whether the signature of the guest is taken? **NC**

Rating: 5

Observation Text :

In held up laundry, we observed that the name of the guest and bill reference columns were left blank in most of the cases

3: Whether physical verification of held-up laundry done and documented with remarks in case of variance?

Rating: 9

Observation Text :

We did a PV of the items as per the register and found no variance

Section: HK Functions

Subsection: Uniform Register and Tailoring

1: Whether agreement is entered into with the tailor, signed and up to date?

Rating: 9

2: Whether uniform register is updated with opening balance, new issues, uniforms received back from resigned employees, closing balance and authorized?

Rating: 9

3: Whether physical verification of stitched and unstitched clothes is done and variance, if any are documented with approvals? **NC**

Rating: 7

Attachments :

QUE24_DOC_20190225_151812.xlsx

Observation Text :

PV of uniform stock was taken as on 24-Dec-18 and found variance in 6 instances amounting to net excess of Rs.0.16 Lakhs.

4: Whether payment made is as per agreed terms and if not, whether the same are documented with approvals?

Rating: 9

Section: HK Functions

Subsection: Festive Clothes

1: Whether register is maintained and updated for festival stock issues? **NC**

Rating: 0

Observation Text :

Register / Record was not maintained for the festival cloth and also no documentation was made available for the clothes issued and received back during the time of festival.

2: Whether physical verification of festive clothes is done and variance, if any are documented with approvals? ☒ Not Applicable

Section: HK Functions

Subsection: Discard Items

1: For discarded items, whether necessary approvals are taken and documented?

Rating: 9

Section: HK Functions

Subsection: Shoe Register

1: Whether shoe register is maintained and updated with issues and taken back with the

signatures?

Rating: 9

2: Whether Physical verification of shoes are done and variance, if any are documented with approvals? **NC**

Rating: 3

Attachments :

QUE30_DOC_20190225_153645.xlsx

Observation Text :

The physical verification of shoes has been done and the variance of shoes cannot be traced out because of non availability of opening balance in the shoe register.

Section: HK Functions

Subsection: Garden Maintenance

1: Whether agreement is entered into, signed and up to date?

Rating: 9

2: Whether payment made after authenticating the work done and is as per agreed terms and if not, whether the same are documented with approvals?

Rating: 9

Section: HK Functions

Subsection: Pest Control

1: Pest control agreement and billing to be verified and commented upon **NC**

Rating: 7

Observation Text :

The pest control agreement is not signed by the vendor

2: Whether payment made after authenticating the work done and is as per agreed terms and if not, whether the same are documented with approvals?

Rating: 9

Section: HK Functions

Subsection: Minibar

1: Is there a room-wise stock statement maintained by the department indicating the opening stock, receipts, issues, inter-room transfers, pilferage / missed items, consumed items and closing stock and are they adequate in having control over the stocks to ensure all the consumption is billed? Controls on expiry stock to be verified and commented upon

Rating: 8

Observation Text :

Unit is having a beer consumption register with the date of placement and the same was verified with the room occupancy and found to be satisfactory : Note: During the verification it was observed that complimentary beer was placed in the deluxe / Business Club rooms under the package and same was validated with the special instructions provided by the FO at the time of booking. Daily verification is carried

out by the minibar associate and informed to HOD for action to be taken.

2: Sales Vs loss (incl. waivers) to be compared and commented upon ☒ Not Applicable

3: Do the department verify the room before check-out of the guest to confirm the consumption to enable the billing of items consumed and discrepancies noted to be reported. ☒ Not Applicable

Section: HK Functions

Subsection: Assets-Items Lost from GUEST Room

1: Is there a process of verifying room before billing/check out at FO -- how many cases are waived off/how many are charged?

Rating: 8

Observation Text :

no such instances were observed

Section: HK Functions

Subsection: Complaints

1: Analysis of HK/laundry complaints to be done and commented upon

Rating: 8

Attachments :

QUE39_DOC_20190225_160917.xlsx

Observation Text :

a) On verification of guest complaints from the register maintained at Front Office, total of 32 complaints were pertaining to the Housekeeping Dept for the audit period. 21 complaints were due to 'Safe locker problems' which totals to 65.63%. Details are provided in Annexure-8 b) Further observed that 6 complaints were due to 'pest control in Rooms' which totals to 18.75%. c) In 3 instances it was observed that All out machines and cleaning problems was observed. d) In 2 instances, it was observed that Alarm clock was not working.

Section: HK Functions

Subsection: Master Key

1: Controls on master keys(takeover and handover updating, access to master keys etc.,) to be verified ?

Rating: 9

Observation Text :

yes verified