

Audit Report for Audit ID - AU00465-1

VA- Surprise night verification FO Q2

Audit Score

87/100

Details

Audit	AU00465
Scheduled Audit	AU00465-1
Location	Visakhapatnam
Hotel	GreenPark Hotel- GPV
Department	Front Office Dept
Checklist	VA- Surprise night verification FO Q2
Audit Type	External
Auditor	Venkat Associates
Start Date	18-04-2019
End Date	25-04-2019
Submitted Date	19-04-2019
Status	Completed
Assigned By	Administrator Account
Non-Compliance	2
Chronic Issues	0

Comparison

GREENPARK HOTEL- GPV VA- SURPRISE NIGHT VERIFICATION FO Q2				
VA- SURPRISE NIGHT VERIFICATION FO Q2		Apr 2019	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED		
1	Billing Accuracy	87	-	-
Audit Score		● 87	-	-

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

Non-Compliance

Section: Billing Accuracy

Subsection: Others

1: Physical Room keys tallied with IDS occupancy ? **NC**

Rating: 7

Attachments :

QUE43_DOC_20190419_120902.xlsx

Observation Text :

a)On verification of Room keys observed Nil variance of keys as on 23-Mar-19 at 1:15 Hrs. b)Also no record maintained for the issue of double keys. c)Analysis on missing Room keys from 01-Apr-18 to 23-Mar-19 was carried out and it was observed that there were 80 missing keys. This results in a financial loss of Rs.0.13 Lakh. (considering the average cost of Rs.162/- per key). Note: Keys directly issued to Front office not through store department.

Section: Billing Accuracy

Subsection: Bell Desk

1: Physical Left luggage tallied with Register ? **NC**

Rating: 7

Observation Text :

Left behind luggage register was not updated in the system.

Chronic

No chronic issues found

Audit Questionnaire

Section: Billing Accuracy

Subsection: Billing Process

- 1: Rate mentioned in the GRC and actual charge is same?

Rating: 9

Observation Text :

On the day surprise verification it was found satisfactory

- 2: Whether receipts for advance given to guest and are acknowledged by the guest and cashier?

Rating: 9

Observation Text :

On the day surprise verification it was found satisfactory

Section: Billing Accuracy

Subsection: Cashiering

- 1: Physical cash tallied with IDS cash in Front Office ?

Rating: 9

Observation Text :

No variance found

- 2: Are there any Manual postings done?

Rating: 9

Observation Text :

On the day surprise verification it was found satisfactory

- 3: Are allowances properly authorized?

Rating: 9

Observation Text :

On the day surprise verification it was found satisfactory

- 4: Whether reason for providing allowance properly recorded and tallied with physical bill copies?

Rating: 9

Observation Text :

On the day surprise verification it was found satisfactory

- 5: Are taxes reversed while passing allowances?

Rating: 9

Observation Text :

On the day surprise verification it was found satisfactory

Section: Billing Accuracy

Subsection: Check-in Procedures

- 1: ID and address proofs collected from the guests ?

Rating: 9

Observation Text :

On the day surprise verification it was found satisfactory

- 2: Guest signature taken on GRC ?

Rating: 9

Observation Text :

On the day surprise verification it was found satisfactory

- 3: Guest photograph available on GRC ?

Rating: 9

Observation Text :

On the day surprise verification it was found satisfactory

Section: Billing Accuracy**Subsection:** Check-Out Procedures

- 1: Were Taxes were charged properly ?

Rating: 9

Observation Text :

On the day surprise verification it was found satisfactory

- 2: Whether guest signature and cashier signature available on the paid-out voucher?

Rating: 9

Observation Text :

On the day surprise verification it was found satisfactory

- 3: On guest check-out, Whether merchant copy for card settlement attached?

Rating: 9

Observation Text :

On the day surprise verification it was found satisfactory

Section: Billing Accuracy**Subsection:** Others

- 1: Any Delay in closing the Night audit reports by FO ?

Rating: 9

Observation Text :

On the day surprise verification it was found satisfactory

- 2: Is the Forex Rate list displayed ?

Rating: 8

Observation Text :

No Forex rate was displayed at the Front office.

3: Physical Room keys tallied with IDS occupancy ? **NC**

Rating: 7

Attachments :

QUE43_DOC_20190419_120902.xlsx

Observation Text :

a)On verification of Room keys observed Nil variance of keys as on 23-Mar-19 at 1:15 Hrs. b)Also no record maintained for the issue of double keys. c)Analysis on missing Room keys from 01-Apr-18 to 23-Mar-19 was carried out and it was observed that there were 80 missing keys. This results in a financial loss of Rs.0.13 Lakh. (considering the average cost of Rs.162/- per key). Note: Keys directly issued to Front office not through store department.

4: Physical Locker keys tallied with Register ?

Rating: 9

Observation Text :

No variance found

Section: Billing Accuracy**Subsection:** Bell Desk

1: Are C Forms submitted for the foreigners ?

Rating: 9

Observation Text :

On the day surprise verification it was found satisfactory

2: Physical Left luggage tallied with Register ? **NC**

Rating: 7

Observation Text :

Left behind luggage register was not updated in the system.