

# Audit Report for Audit ID - AU00287-1

## VA- Surprise Verification Bqts

Audit Score

90/100

### Details

Audit	AU00287
Scheduled Audit	AU00287-1
Location	Hyderabad
Hotel	AVASA Hotel
Department	F & B Service
Checklist	VA- Surprise Verification Bqts
Audit Type	External
Auditor	NAVEEN A
Start Date	09-11-2018
End Date	15-11-2018
Submitted Date	16-11-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	0
Chronic Issues	0

## Comparison

<b>AVASA HOTEL</b> <b>VA- SURPRISE VERIFICATION BQTS</b>				
VA- SURPRISE VERIFICATION BQTS		Nov 2018	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED		
1	Banquets	90	-	-
Audit Score		● 90	-	-

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

## Non-Compliance

No non-compliances found

## Chronic

No chronic issues found

# Audit Questionnaire

## Section: Banquets

### Subsection: Billing

- 1: Whether the rates offered are same as banquets menu rate ?

Rating: 9

#### Observation Text :

Rates were offered as per agreed terms and same were mentioned in FP and charged in the bills. (SAMPLE SIZE: As on 30-Oct-18 )

- 2: Are Advance collected during bookings/Confirmation- as per the SOP?

Rating: 9

#### Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 30-Oct-18 )

- 3: Whether guest acknowledgement and Banquets Manager signature taken on FP?

Rating: 9

#### Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 30-Oct-18 )

- 4: Are the plate control sheets acknowledged by the guest and the Event manager / Team leader?

Rating: 9

#### Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 30-Oct-18 )

- 5: Short/Excess billing for Liquor when compare with rate list ?

Rating: 9

#### Observation Text :

Rates were offered as per agreed terms and same were mentioned in FP and charged in the bills. (SAMPLE SIZE: As on 30-Oct-18 )

- 6: Short/Excess billing of plates when compare with plate control sheet ?

Rating: 9

#### Observation Text :

No such instances. Satisfactory.(SAMPLE SIZE: As on 30-Oct-18 )

- 7: Short/Excess billing of Hire Items when compare with rate list ?

Rating: 9

#### Observation Text :

Rates were offered as per agreed terms and same were mentioned in FP and charged in the bills. (SAMPLE SIZE: As on 30-Oct-18 )

- 8: Were Guaranteed pax of plates placed at the start of the event ?

Rating: 9

Observation Text :

Verified and found satisfactory.

9: Are the bills settled correctly after the completion of event ?

Rating: 9

Observation Text :

Verified and found satisfactory.

**Section:** Banquets

**Subsection:** Others

1: Are the Food tags displayed ?

Rating: 9

Observation Text :

Verified and found satisfactory.

2: Is clearance counter available as per the SOP ?

Rating: 9

Observation Text :

Verified and found satisfactory.

3: Any expired beers in the Banquet stores ?

Rating: 9

Observation Text :

No such instances. Satisfactory.

4: Is permission obtained for cocktail events ? (One day liquor license)

Rating: 9

Observation Text :

No such instances. Satisfactory.

5: Is permission obtained for DJ in the events ?

Rating: 9

Observation Text :

No such instances. Satisfactory.