

Audit Report for Audit ID - AU00131-2

SBS-FO Billing Accuracy

Audit Score

74/100

Details

Audit	AU00131
Scheduled Audit	AU00131-2
Location	Hyderabad
Hotel	GreenPark Hotel- GPH
Department	Front Office Dept
Checklist	SBS-FO Billing Accuracy
Audit Type	External
Auditor	Suma B
Start Date	28-12-2018
End Date	02-01-2019
Submitted Date	30-12-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	18
Chronic Issues	9

Comparison

GREENPARK HOTEL- GPH SBS-FO BILLING ACCURACY					
SBS-FO BILLING ACCURACY		May 2018	Dec 2018	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED	SCORE OBTAINED		
1	Billing Accuracy	71	74	3	4.23%
Audit Score		● 71	● 74	3	4.23%

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

Non-Compliance

Section: Billing Accuracy

Subsection: Check-in Procedures

1: Whether there any instances of non collection of Advance amount form walk in guests? **NC**

Rating: 6

Attachments :

QUE55_DOC_20181229_183342.xlsx

2: Whether CVGR Agreements exist for all those CVGR Companies mentioned in IDS?

NC

Rating: 6

Attachments :

QUE56_DOC_20181229_183650.xlsx

Section: Billing Accuracy

Subsection: Others

1: Whether Forex Rates are being updated daily at FO reception desk? **NC**

Rating: 6

2: Whether Guest Feedback is obtaining for all check outs? **NC**

Rating: 6

Attachments :

QUE61_DOC_20181229_183912.xlsx

3: Whether there any unresolved guest feed backs? **NC**

Rating: 6

Attachments :

QUE62_DOC_20181229_184058.xlsx

4: Whether there any repetitive feedback from guests? **NC**

Rating: 6

Attachments :

QUE63_DOC_20181229_184121.xlsx

Section: Billing Accuracy

Subsection: Billing Process

1: Any Allowances given for unreasonable purposes? **NC**

Rating: 6

Attachments :

QUE68_DOC_20181229_184401.xlsx

2: Whether Tariff Rates charged according to the BAR Rates for NON CVGR cases? If not whether authorisations are there for such lower rates? **NC**

Rating: 6

Attachments :

QUE70_DOC_20181229_184634.xlsx

3: Whether tariff Rates charged according to the CVGR agreement for CVGR cases?

NC

Rating: 6

Attachments :

QUE71_DOC_20181229_184731.xlsx

4: Whether EMC and LC are charged? **NC**

Rating: 5

Attachments :

QUE72_DOC_20181229_185319.xlsx

5: Whether all the No Shows collected? **NC**

Rating: 6

Attachments :

QUE74_DOC_20181229_185811.xlsx

Section: Billing Accuracy

Subsection: Statutory

1: Whether all the Calculation of Taxes correct according applicable statutory requirements? **NC**

Rating: 6

2: Whether C Forms are submitting in time? **NC**

Rating: 6

Attachments :

QUE76_DOC_20181229_190326.xlsx

3: Are there any differences between C forms filed and to be filed? **NC**

Rating: 6

Attachments :

QUE78_DOC_20181229_190603.xlsx

4: Whether there are any differences in nationality as per IDS and as per C form? **NC**

Rating: 6

Attachments :

QUE79_DOC_20181229_190720.xlsx

5: Whether there are any instances for which C form has been filed and the same has not been found in IDS? **NC**

Rating: 6

Attachments :

QUE80_DOC_20181229_190859.xlsx

6: Are there any differences in date of arrival and departure and timings as per IDS and C form portal? **NC**

Rating: 6

Attachments :

QUE81_DOC_20181229_190927.xlsx

7: Whether extra amount has been charged in case of extra bed? **NC**

Rating: 5

Attachments :

QUE82_DOC_20181229_191059.xlsx

Chronic

Section: Billing Accuracy

Subsection: Others

- 1: Whether Forex Rates are being updated daily at FO reception desk? **NC**

Rating: 6

- 2: Whether Guest Feedback is obtaining for all check outs? **NC**

Rating: 6

Attachments :

QUE61_DOC_20181229_183912.xlsx

- 3: Whether there any unresolved guest feed backs? **NC**

Rating: 6

Attachments :

QUE62_DOC_20181229_184058.xlsx

- 4: Whether there any repetitive feedback from guests? **NC**

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Attachments :

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Section: Billing Accuracy

Subsection: Billing Process

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Rating: 6

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- 2: Whether Tariff Rates charged according to the BAR Rates for NON CVGR cases? If not whether authorisations are there for such lower rates? **NC**

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QUE70_DOC_20181229_184634.xlsx

- 3: Whether tariff Rates charged according to the CVGR agreement for CVGR cases? **NC**

Rating: 6

Attachments :

QUE71_DOC_20181229_184731.xlsx

- 4: Whether EMC and LC are charged? **NC**

Rating: 5

Attachments :

QUE72_DOC_20181229_185319.xlsx

Section: Billing Accuracy

Subsection: Statutory

1: Whether C Forms are submitting in time? **NC**

Rating: 6

Attachments :

QUE76_DOC_20181229_190326.xlsx

Audit Questionnaire

Section: Billing Accuracy

Subsection: Check-in Procedures

- 1: Is registration card Prepared for all check-ins?
Rating: 10
- 2: Whether Registration cards complete in all aspects and attached to FO bills?
Rating: 9
- 3: Whether there any manual changes in the Room rate charged and registration card?
Rating: 10
- 4: Whether there any manual Change of Plans in Registration card?
Rating: 8
- 5: Whether all KYC norms complied(i.e. Guest identification card and authentication of guest on registration card) ?
Rating: 9
- 6: Whether there any instances of non collection of Advance amount form walk in guests? **NC**
Rating: 6
Attachments :
QUE55_DOC_20181229_183342.xlsx
- 7: Whether CVGR Agreements exist for all those CVGR Companies mentioned in IDS?
NC
Rating: 6
Attachments :
QUE56_DOC_20181229_183650.xlsx
- 8: Whether any Non CVGR Guests categorized as CVGR Guests in IDS?
Rating: 10

Section: Billing Accuracy

Subsection: Others

- 1: Are there any duplicate Codes given for CVGR Companies?
Rating: 10
- 2: Is there updation of occupancy statistics in case of Amendment in the Date of departure?
Rating: 9
- 3: Whether Forex Rates are being updated daily at FO reception desk? **NC**
Rating: 6

4: Whether Guest Feedback is obtaining for all check outs? **NC**

Rating: 6

Attachments :

QUE61_DOC_20181229_183912.xlsx

5: Whether there any unresolved guest feed backs? **NC**

Rating: 6

Attachments :

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6: Whether there any repetitive feedback from guests? **NC**

Rating: 6

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QUE63_DOC_20181229_184121.xlsx

7: Whether the login credentials for left employees have been changed immediately?

Rating: 9

Section: Billing Accuracy

Subsection: SOP

1: Whether Reasons for room movement mentioned in Room movement slip?

Rating: 9

2: Whether Laundry, Room service, Outlet bills and Room Movement slips if any attached with front office bills?

Rating: 8

3: Is Wash and change charged according to the SOP?

Rating: 9

Section: Billing Accuracy

Subsection: Billing Process

1: Any Allowances given for unreasonable purposes? **NC**

Rating: 6

Attachments :

QUE68_DOC_20181229_184401.xlsx

2: Whether all bills are adequately authorised?

Rating: 10

3: Whether Tariff Rates charged according to the BAR Rates for NON CVGR cases? If not whether authorisations are there for such lower rates? **NC**

Rating: 6

Attachments :

QUE70_DOC_20181229_184634.xlsx

4: Whether tariff Rates charged according to the CVGR agreement for CVGR cases?

NC

Rating: 6

Attachments :

QUE71_DOC_20181229_184731.xlsx

5: Whether EMC and LC are charged? **NC**

Rating: 5

Attachments :

QUE72_DOC_20181229_185319.xlsx

6: Whether all the unsettled food bills in the outlets charged to Guest at the time of Check Out?

Rating: 9

7: Whether all the No Shows collected? **NC**

Rating: 6

Attachments :

QUE74_DOC_20181229_185811.xlsx

Section: Billing Accuracy

Subsection: Statutory

1: Whether all the Calculation of Taxes correct according applicable statutory requirements? **NC**

Rating: 6

2: Whether C Forms are submitting in time? **NC**

Rating: 6

Attachments :

QUE76_DOC_20181229_190326.xlsx

3: Whether all requisite licences (such Forex related) are being renewed in time?

Rating: 10

4: Are there any differences between C forms filed and to be filed? **NC**

Rating: 6

Attachments :

QUE78_DOC_20181229_190603.xlsx

5: Whether there are any differences in nationality as per IDS and as per C form? **NC**

Rating: 6

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