

# Audit Report for Audit ID - AU00288-1

## VA- Surprise Night Verification HK Q2


Audit Score

89/100

### Details

Audit	AU00288
Scheduled Audit	AU00288-1
Location	Hyderabad
Hotel	AVASA Hotel
Department	House Keeping
Checklist	VA- Surprise Night Verification HK Q2
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 NIGHT VERIFICATION HK Q2</b>				
VA- SURPRISE NIGHT VERIFICATION HK Q2		Nov 2018	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED		
1	General	90	-	-
2	HK Functions	88	-	-
Audit Score		 89	-	-

	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:** General**Subsection:** Others

- 1: Telephone operator connecting calls from Vacant Rooms ?

Rating: 9

Observation Text :

Telephone operator did not connect call from Vacant Room

**Section:** HK Functions**Subsection:** Room Verification

- 1: Any delay in releasing the rooms?

Rating: 9

Observation Text :

No such instances. Satisfactory.

- 2: Any Expired item in Minibar?

Rating: 9

Observation Text :

No such instances. Satisfactory.

- 3: Are all the electrical fittings in working condition?

Rating: 8

Observation Text :

In 3instances battery of electronic weighing machine was failed-Room

No.323,908&1105. In a solitary instance all-out refill bottle was empty at Room

No.1105.

- 4: Are all the amenities placed as per SOP ?

Rating: 9

Observation Text :

Verified and found satisfactory.