

Audit Report for Audit ID - AU00184-1

VA- Surprise Verification F&B S Q1


Audit Score

85/100

Details

| | |
|-----------------|------------------------------------|
| Audit | AU00184 |
| Scheduled Audit | AU00184-1 |
| Location | Chennai |
| Hotel | GreenPark Hotel- GPC |
| Department | F & B Service |
| Checklist | VA- Surprise Verification F&B S Q1 |
| Audit Type | External |
| Auditor | Venkat Associates |
| Start Date | 14-08-2018 |
| End Date | 18-08-2018 |
| Submitted Date | 16-08-2018 |
| Status | Completed |
| Assigned By | Administrator Account |
| Non-Compliance | 4 |
| Chronic Issues | 0 |

Comparison

| GREENPARK HOTEL- GPC VA- SURPRISE VERIFICATION F&B S Q1 | | | | |
|--|----------|--|----------|------------------------------------|
| VA- SURPRISE VERIFICATION F&B S Q1 | | Aug 2018 | VARIANCE | % of Increase / Decrease (-/ +) |
| S.No | Sections | SCORE OBTAINED | | |
| 1 | F&B | 85 | - | - |
| Audit Score | |  85 | - | - |

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

Non-Compliance

Section: F&B**Subsection: Billing Controls**

1: Are the bills raised against all the KOT's ? **NC**

☒ No

Attachments :

QUE26_DOC_20180816_114002.xlsx

Section: F&B**Subsection: Statutory Compliance**

1: Was Liquor served to guest within the permitted time as per license **NC**

☒ No

Attachments :

QUE40_DOC_20180816_114202.xlsx

2: Physical Liquor tallied with book stock in the Bar ? **NC**

☒ No

Attachments :

QUE43_DOC_20180816_114413.xlsx

Section: F&B**Subsection: Stock Controls**

1: Physical Liquor tallied with book stock in the Bar ? **NC**

☒ No

Attachments :

QUE46_DOC_20180816_114615.xlsx

Chronic

No chronic issues found

Audit Questionnaire

Section: F&B

Subsection: Billing Controls

1: Whether impression of the cards taken for GP privilege card and FHRAI discounts ?

☒ Yes

2: Are discounts properly authorized and documented with reasons?

☒ Yes

3: Are NC bills authorised and documented with reasons

☒ Yes

4: Are Void bills authorised and documented with reasons

☒ Yes

5: Were all the KOTs cancelled with approvals of concern ? ☒ Not Applicable

6: Are all the bills settled ?

☒ Yes

7: Are the bills raised against all the KOT's ? **NC**

☒ No

Attachments :

QUE26_DOC_20180816_114002.xlsx

8: Whether Guest acknowledgement available on the room posting bills.

☒ Yes

9: Paid seal is available on the all settled bills

☒ Yes

10: KOT was punched before serving the dishes ?

☒ Yes

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

☒ Yes

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

☒ Yes

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

☒ Yes

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

☒ Yes

15: Whether the Liquor served was charged as per FP ?

☒ Yes

16: Whether the Hired Items provided were charged as per FP ?

☒ Yes

17: Whether the pax/plates provided were charged as per guaranteed pax in FP/as per actuals ?

☒ Yes

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

☒ Yes

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

☒ Yes

20: Physical cash tallied with IDS cash in Bar ?

☒ Yes

Section: F&B

Subsection: Statutory Compliance

1: Was Liquor served to guest within the permitted time as per license **NC**

☒ No

Attachments :

QUE40_DOC_20180816_114202.xlsx

2: Is display for Minors available in the bar with visibility ?

☒ Yes

3: Liquor register updated accordingly ?

☒ Yes

4: Physical Liquor tallied with book stock in the Bar ? **NC**

☒ No

Attachments :

QUE43_DOC_20180816_114413.xlsx

Section: F&B

Subsection: Stock Controls

1: Beers in bar or bar stores with in the validity ?

☒ Yes

2: Any expired beers in the Banquet stores ? ☒ Not Applicable

3: Physical Liquor tallied with book stock in the Bar ? **NC**

☒ No

Attachments :

QUE46_DOC_20180816_114615.xlsx

Section: F&B

Subsection: Procedural Controls

1: Are the Food tags displayed on buffet?

☒ Yes

2: Is clearance counter available as per the SOP ?

☒ Yes