

Audit Report for Audit ID - AU00187-1

VA- Surprise Verification F&B S Q1

Audit Score

85/100

Details

Audit	AU00187
Scheduled Audit	AU00187-1
Location	Visakhapatnam
Hotel	GreenPark Hotel- GPV
Department	F & B Service
Checklist	VA- Surprise Verification F&B S Q1
Audit Type	External
Auditor	Venkat Associates
Start Date	16-08-2018
End Date	20-08-2018
Submitted Date	17-08-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	4
Chronic Issues	0

Comparison

GREENPARK HOTEL- GPV 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: Statutory Compliance**

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

☒ No

- 2: Liquor register updated accordingly ? **NC**

☒ No

Attachments :

QUE90_DOC_20180817_104818.xlsx

Observation Text :

Liquor given to banquet party without updating in the bar register From (27-Jul-18).

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

☒ No

Attachments :

QUE91_DOC_20180817_104838.xlsx

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

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

☒ No

Attachments :

QUE94_DOC_20180817_104927.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 ?
☐ Yes
- 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

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

☒ Yes

3: Liquor register updated accordingly ? **NC**

☒ No

Attachments :

QUE90_DOC_20180817_104818.xlsx

Observation Text :

Liquor given to banquet party without updating in the bar register From (27-Jul-18).

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

☒ No

Attachments :

QUE91_DOC_20180817_104838.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 :

QUE94_DOC_20180817_104927.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