

Audit Report for Audit ID - AU00139-3

VA-Banquets - Billing Accuracy

Audit Score

86/100

Details

Audit	AU00139
Scheduled Audit	AU00139-3
Location	Chennai
Hotel	GreenPark Hotel- GPC
Department	F & B Service
Checklist	VA-Banquets - Billing Accuracy
Audit Type	External
Auditor	Venkat Associates
Start Date	30-05-2019
End Date	03-06-2019
Submitted Date	31-05-2019
Status	Completed
Assigned By	Administrator Account
Non-Compliance	3
Chronic Issues	2

Comparison

GREENPARK HOTEL- GPC VA-BANQUETS - BILLING ACCURACY

VA-BANQUETS - BILLING ACCURACY		Jan 2019	May 2019	VARIANCE	% of Increase / Decrease (-/+)
S.No	Sections	SCORE OBTAINED	SCORE OBTAINED		
1	Billing Accuracy	87	86	-1	-1.15%
Audit Score		● 87	● 86	-1	-1.15%

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

Non-Compliance

Section: Billing Accuracy

Subsection: Reservations

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

Rating: 7

Attachments :

QUE36_DOC_20190531_135917.xlsx

Observation Text :

In 3 instances, it was observed that banquet hall charges was short/excess billed amount of Rs.3150/- and Rs.3364/-.

Section: Billing Accuracy

Subsection: Cashiering

- 1: Whether PAN collected for cash payments exceeding Rs.50,000? **NC**

Rating: 7

Attachments :

QUE39_DOC_20190531_135804.xlsx

Observation Text :

As per Rule 114B of IT act 1949, Every person shall quote his permanent account number in relation to Payment to a hotel or restaurant against a bill or bills at any one time exceeding Rs.50,000/-. On verification of the above requirement for banquet bills, observed that in solitary instance, PAN details were not obtained from the guest for cash payments more than Rs.50,000/-

Section: Billing Accuracy

Subsection: Billing Collections

- 1: Short/Excess billing of Hire Items when compare with rate list **NC**

Rating: 7

Attachments :

QUE46_DOC_20190531_140521.xlsx

Chronic

Section: Billing Accuracy

Subsection: Reservations

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

Rating: 7

Attachments :

QUE36_DOC_20190531_135917.xlsx

Observation Text :

In 3 instances, it was observed that banquet hall charges was short/excess billed amount of Rs.3150/- and Rs.3364/-.

Section: Billing Accuracy

Subsection: Billing Collections

- 1: Short/Excess billing of Hire Items when compare with rate list **NC**

Rating: 7

Attachments :

QUE46_DOC_20190531_140521.xlsx

Audit Questionnaire

Section: Billing Accuracy

Subsection: Reservations

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

Rating: 7

Attachments :

QUE36_DOC_20190531_135917.xlsx

Observation Text :

In 3 instances, it was observed that banquet hall charges was short/excess billed amount of Rs.3150/- and Rs.3364/-.

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

Rating: 9

Observation Text :

Advances were collected during bookings / Confirmations as per SOP

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

Rating: 9

Observation Text :

Guests Acknowledgements and Banquets Manager signature were available.

Section: Billing Accuracy

Subsection: Cashiering

- 1: Whether PAN collected for cash payments exceeding Rs.50,000? **NC**

Rating: 7

Attachments :

QUE39_DOC_20190531_135804.xlsx

Observation Text :

As per Rule 114B of IT act 1949, Every person shall quote his permanent account number in relation to Payment to a hotel or restaurant against a bill or bills at any one time exceeding Rs.50,000/-. On verification of the above requirement for banquet bills, observed that in solitary instance, PAN details were not obtained from the guest for cash payments more than Rs.50,000/-

- 2: Are the plate control sheets attached for Extra plates consumed?

Rating: 9

Observation Text :

Plate Control sheets are attached for Extra plates consumed.

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

Rating: 9

Observation Text :

Yes, Plate control sheet was acknowledged by the guest and the event manager

Section: Billing Accuracy

Subsection: Billing Collections

1: Are necessary approvals obtained for discounts provided?

Rating: 9

Observation Text :

Bills for the month of Mar'19 was verified and discounts was given with proper approvals

2: Are the invoices attached with the Function prospectus?

Rating: 9

Observation Text :

Yes Invoices were attached with the FP

3: Short/Excess billing for Liquor when compare with rate list

Rating: 9

Observation Text :

No variances in liquor billed

4: Any cash received from the guest above Rs.200000/-

Rating: 9

Observation Text :

No such instances found

5: Short/Excess billing of Hire Items when compare with rate list **NC**

Rating: 7

Attachments :

QUE46_DOC_20190531_140521.xlsx

6: Banquet bills were serially filed

Rating: 9

Observation Text :

Banquet bills were serially billed

7: Printed serial numbers available on banquet amendment slips.

Rating: 9

8: Whether the items (Food, Soft drinks etc)mentioned as per the function prospectus charged accordingly.

Rating: 9

Observation Text :

Yes Items were charged properly