

# Audit Report for Audit ID - AU00109-1

## VA-F&B Controls - Billing Accuracy


Audit Score

78/100

### Details

|                 |                                    |
|-----------------|------------------------------------|
| Audit           | AU00109                            |
| Scheduled Audit | AU00109-1                          |
| Location        | Hyderabad                          |
| Hotel           | Marigold Hotel                     |
| Department      | F&B Controls                       |
| Checklist       | VA-F&B Controls - Billing Accuracy |
| Audit Type      | External                           |
| Auditor         | Saritha C                          |
| Start Date      | 18-04-2018                         |
| End Date        | 24-04-2018                         |
| Submitted Date  | 24-04-2018                         |
| Status          | Completed                          |
| Assigned By     | Administrator Account              |
| Non-Compliance  | 4                                  |
| Chronic Issues  | 0                                  |

## Comparison

| MARIGOLD HOTEL<br>VA-F&B CONTROLS - BILLING ACCURACY |                  |  |          |                                    |
|--|------------------|--|----------|------------------------------------|
| VA-F&B CONTROLS - BILLING<br>ACCURACY                |                  | Apr 2018   | VARIANCE | % of Increase /<br>Decrease (-/ +) |
| S.No   | Sections         | SCORE OBTAINED   |          |                                    |
| 1  | Billing Accuracy | 78   | -        | -                                  |
| Audit Score  |                  |  78 | -        | -                                  |

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

## Non-Compliance

**Section:** Billing Accuracy

**Subsection:** Menu Master

1: If yes, whether the same is documented with approval? **NC**

Rating: 0

Observation Text :

No document was available.

**Section:** Billing Accuracy

**Subsection:** Cashiering

1: Are NC bills authorised. **NC**

Rating: 7

Attachments :

Book8\_20180424\_003932.xls

Observation Text :

Few bills were not authorised.

2: Are Void bills authorised. **NC**

Rating: 7

Attachments :

Book9\_20180424\_004226.xls

Observation Text :

Few bills were not authorised.

**Section:** Billing Accuracy

**Subsection:** Bar Inventory

1: Any Liquor was served to guest beyond the permitted time as per license **NC**

Rating: 6

Attachments :

Book11\_20180424\_004316.xls

Observation Text :

Liquor was served after permitted time

## Chronic

No chronic issues found

# Audit Questionnaire

## Section: Billing Accuracy

### Subsection: Menu Master

1: Are there any open item billing done?

Rating: 9

Attachments :

Book5\_20180424\_002153.xls

Observation Text :

In 5 instances, items were billed under open items. In an instance, rate was short billed.

2: If yes, whether the same is documented with approval? **NC**

Rating: 0

Observation Text :

No document was available.

## Section: Billing Accuracy

### Subsection: Bills Processing & Settlement

1: Are all the F&B bills that are to be charged to the room signed by the guest to avoid disputes later?

Rating: 9

2: Are there any time gap between bill open time and close time?

Rating: 8

Attachments :

Book6\_20180424\_002507.xls

Observation Text :

Observed that 4:00 Hrs to 9:55 Hrs, in settling the bills from the bill raise time.

3: For FHRAI discounts, whether impression of the membership cards taken in the bills?

Rating: 9

4: Is there any change in mode of settlement from cash to card and vice-versa and whether the same is reversed and tallied?

Rating: 8

Attachments :

Book7\_20180424\_003117.xls

Observation Text :

Bills settled in cash and later resettled in credit card mode.

## Section: Billing Accuracy

### Subsection: Cashiering

1: Are allowances properly authorized and documented with reasons?

Rating: 9

- 2: Whether chef signature taken on the bills that were cancelled for food complaints?

Rating: 10

- 3: Are NC bills authorised. **NC**

Rating: 7

Attachments :

Book8\_20180424\_003932.xls

Observation Text :

Few bills were not authorised.

- 4: Are Void bills authorised. **NC**

Rating: 7

Attachments :

Book9\_20180424\_004226.xls

Observation Text :

Few bills were not authorised.

- 5: Whether IDS cash balance and physical cash tallied at all outlets?

Rating: 10

**Section:** Billing Accuracy

**Subsection:** Bar Inventory

- 1: Whether liquor tallied with book balance and physical balance at all outlets?

Rating: 9

Attachments :

Book10\_20180424\_004254.xls

- 2: Any Liquor was served to guest beyond the permitted time as per license **NC**

Rating: 6

Attachments :

Book11\_20180424\_004316.xls

Observation Text :

Liquor was served after permitted time