

Audit Report for Audit ID - AU00229-1

VA-Front Office Routine


Audit Score

68/100

Details

Audit	AU00229
Scheduled Audit	AU00229-1
Location	Chennai
Hotel	GreenPark Hotel- GPC
Department	Front Office Dept
Checklist	VA-Front Office Routine
Audit Type	External
Auditor	Venkat Associates
Start Date	01-10-2018
End Date	05-10-2018
Submitted Date	05-10-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	4
Chronic Issues	0

Comparison

GREENPARK HOTEL- GPC VA-FRONT OFFICE ROUTINE				
VA-FRONT OFFICE ROUTINE		Oct 2018	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED		
1	Front Office	68	-	-
Audit Score		 68	-	-

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

Non-Compliance

Section: Front Office

Subsection: Travel Desk

1: Whether agreement is entered into with the service provider and is up to date and signed by all the parties? **NC**

Rating: 0

Observation Text :

No signature of witnesses and Autoriders CEO at the end of the agreement However the Unit is not doing business with Autoriders now and the Agreement with the new travels i.e Parveen Travels is in process.

2: Whether the terms as per the agreement are followed properly (No.of cars to be provided Etc.,) **NC**

Rating: 7

Observation Text :

No.of cars to be provided as per Agreement is - 8 but only 4 cars available with unit (24Hrs)

3: Whether the same is cross verified with online portal to confirm the eligibility of the drivers to drive transport and non-transport vehicles? **NC**

Rating: 0

Observation Text :

Unit didn't check the licenses online but the Driving license of the drivers is verified by auditors online and found no discrepancies.

4: Whether all the vehicle are properly registered and have all the certificates and insurance taken and are up to date? **NC**

Rating: 5

Attachments :

QUE6_DOC_20181005_114306.xlsx

Observation Text :

"Insurance copies were not available for 42 vehicles (used for both Guest and Sales and marketing transportation). One vehicle bearing registration number TN 18 F 2773 (made 49 trips from April - June'18) as given in the annexure is running with WHITE BOARD registration"

Chronic

No chronic issues found

Audit Questionnaire

Section: Front Office

Subsection: Travel Desk

1: Whether agreement is entered into with the service provider and is up to date and signed by all the parties? **NC**

Rating: 0

Observation Text :

No signature of witnesses and Autoriders CEO at the end of the agreement However the Unit is not doing business with Autoriders now and the Agreement with the new travels i.e Parveen Travels is in process.

2: Whether the terms as per the agreement are followed properly (No.of cars to be provided Etc.,) **NC**

Rating: 7

Observation Text :

No.of cars to be provided as per Agreement is - 8 but only 4 cars available with unit (24Hrs)

3: Whether the unit has collected the driving license details of the drivers in service?

Rating: 9

4: Whether the same is cross verified with online portal to confirm the eligibility of the drivers to drive transport and non-transport vehicles? **NC**

Rating: 0

Observation Text :

Unit didn't check the licenses online but the Driving license of the drivers is verified by auditors online and found no discrepancies.

5: In case of discrepancies, whether the service provider is intimated and corrective action taken and the same is documented?

Rating: 9

Observation Text :

Mail communication will be done

6: Whether all the vehicle are properly registered and have all the certificates and insurance taken and are up to date? **NC**

Rating: 5

Attachments :

QUE6_DOC_20181005_114306.xlsx

Observation Text :

"Insurance copies were not available for 42 vehicles (used for both Guest and Sales and marketing transportation). One vehicle bearing registration number TN 18 F 2773 (made 49 trips from April - June'18) as given in the annexure is running with WHITE BOARD registration"

7: Whether trip sheets are attached with the invoices for all travels?

Rating: 8

Attachments :

QUE7_DOC_20181005_114527.xlsx

Observation Text :

In a solitary case, trip sheet is not available for verification as on 30-july-18

8: Whether the trip sheets are signed by the person traveled?

Rating: 8

Attachments :

QUE8_DOC_20181005_114654.xlsx

Observation Text :

In 18 cases, signature of the traveller is not available on the trip sheets

9: Whether the invoices for the trips are matched with the security register?

Rating: 9

Attachments :

QUE9_DOC_20181005_115247.xlsx

QUE9_DOC_20181005_115251.xlsx

Observation Text :

In few cases difference in kms was observed between security register and trip sheets and in a solitary case trip sheet not updated in security register

10: Incase of discrepancies, whether the same are rectified / ratified with approvals?

Rating: 9

11: Whether the amount claimed for the trips is as per agreement?

Rating: 9

12: If not, whether reason is documented with approvals ?

Rating: 9