

# Audit Report for Audit ID - AU00544-1

## VA- Surprise night verification FO Q2


Audit Score

88/100

### Details

Audit	AU00544
Scheduled Audit	AU00544-1
Location	Visakhapatnam
Hotel	GreenPark Hotel- GPV
Department	Front Office Dept
Checklist	VA- Surprise night verification FO Q2
Audit Type	External
Auditor	Saritha C
Start Date	26-06-2019
End Date	01-07-2019
Submitted Date	26-06-2019
Status	Completed
Assigned By	Administrator Account
Non-Compliance	1
Chronic Issues	0

## Comparison

<b>GREENPARK HOTEL- GPV</b> <b>VA- SURPRISE NIGHT VERIFICATION FO Q2</b>				
VA- SURPRISE NIGHT VERIFICATION FO Q2		Jun 2019	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED		
1	Billing Accuracy	88	-	-
Audit Score		 88	-	-

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

## Non-Compliance

**Section:** Billing Accuracy

**Subsection:** Others

1: Physical Locker keys tallied with Register ? **NC**

Rating: 7

Observation Text :

Locker No 24 key was missing. (Sample Size-As on 29-May-19)

## Chronic

No chronic issues found

# Audit Questionnaire

## Section: Billing Accuracy

### Subsection: Billing Process

1: Rate mentioned in the GRC and actual charge is same?

Rating: 9

Observation Text :

Verified and found satisfactory (Sample Size-As on 29-May-19)

2: Whether receipts for advance given to guest and are acknowledged by the guest and cashier?

Rating: 9

Observation Text :

Verified and found satisfactory (Sample Size-As on 29-May-19)

## Section: Billing Accuracy

### Subsection: Cashiering

1: Physical cash tallied with IDS cash in Front Office ?

Rating: 8

Attachments :

42-

PHYSICALVERIFICATIONOFCASHATFRONTOFFICE\_20190626\_160145.xlsx

Observation Text :

Physical verification of cash was carried out at the front office and observed an excess variance of Rs.10/-. (Sample Size-As on 29-May-19 at 23:00 Hrs)

2: Are there any Manual postings done?

Rating: 9

Observation Text :

Verified and found satisfactory (Sample Size-As on 29-May-19)

3: Are allowances properly authorized?

Rating: 9

Observation Text :

Verified and found satisfactory (Sample Size-As on 29-May-19)

4: Whether reason for providing allowance properly recorded and tallied with physical bill copies?

Rating: 9

Observation Text :

Verified and found satisfactory (Sample Size-As on 29-May-19)

5: Are taxes reversed while passing allowances?

Rating: 9

Observation Text :

Verified and found satisfactory (Sample Size-As on 29-May-19)

**Section:** Billing Accuracy

**Subsection:** Check-in Procedures

- 1: ID and address proofs collected from the guests ?

Rating: 9

Observation Text :

Verified and found satisfactory (Sample Size-As on 29-May-19)

- 2: Guest signature taken on GRC ?

Rating: 9

Observation Text :

Verified and found satisfactory (Sample Size-As on 29-May-19)

- 3: Guest photograph available on GRC ?

Rating: 9

Observation Text :

Verified and found satisfactory (Sample Size-As on 29-May-19)

**Section:** Billing Accuracy

**Subsection:** Check-Out Procedures

- 1: Were Taxes were charged properly ?

Rating: 9

Observation Text :

Verified and found satisfactory (Sample Size-As on 29-May-19)

- 2: Whether guest signature and cashier signature available on the paid-out voucher?

Rating: 9

Observation Text :

Verified and found satisfactory (Sample Size-As on 29-May-19)

- 3: On guest check-out, Whether merchant copy for card settlement attached?

Rating: 9

Observation Text :

Verified and found satisfactory (Sample Size-As on 29-May-19)

**Section:** Billing Accuracy

**Subsection:** Others

- 1: Any Delay in closing the Night audit reports by FO ?

Rating: 9

Observation Text :

Verified and found satisfactory (Sample Size-As on 29-May-19)

- 2: Is the Forex Rate list displayed ?

Rating: 9

Observation Text :

Verified and found satisfactory (Sample Size-As on 29-May-19)

3: Physical Room keys tallied with IDS occupancy ?

Rating: 8

Attachments :

45-ANALYSISOFROOMKEYS\_20190626\_160338.xlsx

Observation Text :

On verification of Room keys observed excess variance of 1 key. (Sample Size-As on 29-May-19)

4: Physical Locker keys tallied with Register ? **NC**

Rating: 7

Observation Text :

Locker No 24 key was missing. (Sample Size-As on 29-May-19)

**Section:** Billing Accuracy

**Subsection:** Bell Desk

1: Are C Forms submitted for the foreigners ?

Rating: 9

Observation Text :

Verified and found satisfactory (Sample Size-As on 29-May-19)

2: Physical Left luggage tallied with Register ?

Rating: 9

Observation Text :

Verified and found satisfactory (Sample Size-As on 29-May-19)