

# Audit Report for Audit ID - AU00114-3

## VA-F&B Controls - Billing Accuracy

Audit Score



76/100

### Details

|                 |                                    |
|-----------------|------------------------------------|
| Audit           | AU00114                            |
| Scheduled Audit | AU00114-3                          |
| Location        | Hyderabad                          |
| Hotel           | AVASA Hotel                        |
| Department      | F&B Controls                       |
| Checklist       | VA-F&B Controls - Billing Accuracy |
| Audit Type      | External                           |
| Auditor         | Saritha C                          |
| Start Date      | 09-05-2019                         |
| End Date        | 14-05-2019                         |
| Submitted Date  | 14-05-2019                         |
| Status          | Completed                          |
| Assigned By     | Administrator Account              |
| Non-Compliance  | 7                                  |
| Chronic Issues  | 5                                  |

## Comparison

### AVASA HOTEL VA-F&B CONTROLS - BILLING ACCURACY

| VA-F&B CONTROLS - BILLING ACCURACY |                | Jan 2019   | May 2019   | VARIANCE | % of Increase / Decrease (-/+) |
|------------------------------------|----------------|--|--|----------|--------------------------------|
| S.No                               | Sections       | SCORE OBTAINED   | SCORE OBTAINED   |          |                                |
| 1                                  | F n B Controls | 73   | 76   | 3        | 4.11%                          |
| Audit Score                        |                |  73 |  76 | 3        | 4.11%                          |

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

## Non-Compliance

**Section:** F n B Controls

**Subsection:** Menu Master

1: Are there any open item billing done? **NC**

Rating: 7

Attachments :

QUE15\_DOC\_20190514\_134600.xlsx

Observation Text :

In 10 instances items were excess and short charged for items available in menu leading to gross impact of Rs.400/-. (Sample Size: Jan'19-Mar'19-30%).

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

Rating: 7

Observation Text :

No approval document in specific but open item billing report along with other reports forwarded to Unit Head on regular basis.

**Section:** F n B Controls

**Subsection:** Bills Processing & Settlement

1: Are there any time gap between bill open time and close time? **NC**

Rating: 7

Attachments :

QUE18\_DOC\_20190514\_134648.xlsx

Observation Text :

In 29 instances, maximum 04:00 to 17:35 Hrs. delay of time gap between bill open time and close time. (Sample Size: Jan'19-Mar'19-30% )

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

**NC**

Rating: 7

Attachments :

QUE19\_DOC\_20190514\_134725.xlsx

Observation Text :

In 9 instances discrepancies like card impression or copy not obtained, reason mentioned as corporate discount or special offer for Privilege card holders etc were observed leading to financial impact of Rs.6,445.50.

3: Discount bills authenticated by the concerned on the bill ? **NC**

Rating: 7

Attachments :

QUE22\_DOC\_20190514\_135100.xlsx

Observation Text :

a) In 31 instances, discrepancies like bills not available for verification, supporting not

available, adequate authorisation not obtained etc were observed. (Sample Size: Jan'19-Mar'19--30%) b) EAM/2nd level sign not obtained for discount bills from 5-17 Feb'19

**Section:** F n B Controls

**Subsection:** Cashiering

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

**NC**

Rating: 7

Attachments :

QUE24\_DOC\_20190514\_134856.xlsx

Observation Text :

Chef's signature not obtained on the bills cancelled due to complaints. (Sample Size: Jan'19-Mar'19-30%)

**Section:** F n B Controls

**Subsection:** Bar Inventory

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

Rating: 7

Attachments :

QUE29\_DOC\_20190514\_153604.xlsx

Observation Text :

In 18 instances, liquor was served beyond the time. (Sample Size: Jan'19-Apr'19)

# Chronic

## Section: F n B Controls

### Subsection: Menu Master

- 1: Are there any open item billing done? **NC**

Rating: 7

Attachments :

QUE15\_DOC\_20190514\_134600.xlsx

Observation Text :

In 10 instances items were excess and short charged for items available in menu leading to gross impact of Rs.400/-. (Sample Size: Jan'19-Mar'19-30%).

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

Rating: 7

Observation Text :

No approval document in specific but open item billing report along with other reports forwarded to Unit Head on regular basis.

## Section: F n B Controls

### Subsection: Bills Processing & Settlement

- 1: Are there any time gap between bill open time and close time? **NC**

Rating: 7

Attachments :

QUE18\_DOC\_20190514\_134648.xlsx

Observation Text :

In 29 instances, maximum 04:00 to 17:35 Hrs. delay of time gap between bill open time and close time. (Sample Size: Jan'19-Mar'19-30% )

## Section: F n B Controls

### Subsection: Cashiering

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

Rating: 7

Attachments :

QUE24\_DOC\_20190514\_134856.xlsx

Observation Text :

Chef's signature not obtained on the bills cancelled due to complaints. (Sample Size: Jan'19-Mar'19-30%)

## Section: F n B Controls

### Subsection: Bar Inventory

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

Rating: 7

Attachments :

QUE29\_DOC\_20190514\_153604.xlsx

Observation Text :

In 18 instances, liquor was served beyond the time. (Sample Size: Jan'19-Apr'19)

# Audit Questionnaire

## Section: F n B Controls

### Subsection: Menu Master

1: Are there any open item billing done? **NC**

Rating: 7

Attachments :

QUE15\_DOC\_20190514\_134600.xlsx

Observation Text :

In 10 instances items were excess and short charged for items available in menu leading to gross impact of Rs.400/-. (Sample Size: Jan'19-Mar'19-30%).

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

Rating: 7

Observation Text :

No approval document in specific but open item billing report along with other reports forwarded to Unit Head on regular basis.

## Section: F n B Controls

### 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: 8

Observation Text :

Verified and found satisfactory. (Sample Size: Jan'19-Mar'19-30% )

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

Rating: 7

Attachments :

QUE18\_DOC\_20190514\_134648.xlsx

Observation Text :

In 29 instances, maximum 04:00 to 17:35 Hrs. delay of time gap between bill open time and close time. (Sample Size: Jan'19-Mar'19-30% )

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

**NC**

Rating: 7

Attachments :

QUE19\_DOC\_20190514\_134725.xlsx

Observation Text :

In 9 instances discrepancies like card impression or copy not obtained, reason mentioned as corporate discount or special offer for Privilege card holders etc were observed leading to financial impact of Rs.6,445.50.

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

Observation Text :

Verified and found satisfactory. (Sample Size: Jan'19-Mar'19)

5: Time of settling of bill precedes the KOT punching time in IDS ?

Rating: 8

Observation Text :

No such instances. Satisfactory. (Sample Size: Jan'19-Mar'19-30%)

6: Discount bills authenticated by the concerned on the bill ? **NC**

Rating: 7

Attachments :

QUE22\_DOC\_20190514\_135100.xlsx

Observation Text :

a) In 31 instances, discrepancies like bills not available for verification, supporting not available, adequate authorisation not obtained etc were observed. (Sample Size: Jan'19-Mar'19--30%) b) EAM/2nd level sign not obtained for discount bills from 5-17 Feb'19

#### **Section: F n B Controls**

##### **Subsection: Cashiering**

1: Are allowances properly authorized and documented with reasons?

Rating: 8

Observation Text :

Verified and found satisfactory. (Sample Size: Jan'19-Mar'19)

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

**NC**

Rating: 7

Attachments :

QUE24\_DOC\_20190514\_134856.xlsx

Observation Text :

Chef's signature not obtained on the bills cancelled due to complaints. (Sample Size: Jan'19-Mar'19-30%)

3: Are NC bills authorised.

Rating: 8

Observation Text :

Verified and found satisfactory. (Sample Size: Jan'19-Mar'19-40-%)

4: Are Void bills authorised.

Rating: 8

Observation Text :

Verified and found satisfactory. (Sample Size: Jan'19-Mar'19-30%)



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

Rating: 8

Observation Text :

Verified and found satisfactory. (Sample Size: As on 08-Apr-19)

**Section:** F n B Controls

**Subsection:** Bar Inventory

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

Rating: 8

Attachments :

QUE28\_DOC\_20190514\_134940.xlsx

Observation Text :

Gross Variance of Rs.3,306/- (in 9 instances) was observed during physical verification of liquor at Sky Bar as on 09-Apr-19. (Sample Size: As on 09-Apr-19--13/91items)

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

Rating: 7

Attachments :

QUE29\_DOC\_20190514\_153604.xlsx

Observation Text :

In 18 instances, liquor was served beyond the time. (Sample Size: Jan'19-Apr'19)

**Section:** F n B Controls

**Subsection:** KOT

1: Bill closed within 5 mins of punching KOT ?

Rating: 8

Attachments :

QUE30\_DOC\_20190514\_153630.xlsx

Observation Text :

In 18 instances, bills were closed within 5 mins of punching KOT. (Sample Size: Jan'19-Mar'19-30%)