

# Audit Report for Audit ID - AU00316-2

## VA-Surprise Verification F&BS

Audit Score

81/100

### Details

Audit	AU00316
Scheduled Audit	AU00316-2
Location	Hyderabad
Hotel	AVASA Hotel
Department	F & B Service
Checklist	VA-Surprise Verification F&BS
Audit Type	External
Auditor	Saritha C
Start Date	16-04-2019
End Date	23-04-2019
Submitted Date	20-04-2019
Status	Completed
Assigned By	Administrator Account
Non-Compliance	5
Chronic Issues	1

## Comparison

<b>AVASA HOTEL</b> <b>VA-SURPRISE VERIFICATION F&amp;BS</b>					
VA-SURPRISE VERIFICATION F&BS		Nov 2018	Apr 2019	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED	SCORE OBTAINED		
1	F&B	84	81	-3	-3.57%
Audit Score		● 84	● 81	-3	-3.57%

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

# Non-Compliance

## Section: F&B

### Subsection: F&B Function

- 1: Are NC bills authorized and documented with reasons **NC**

Rating: 7

Attachments :

QUE93\_DOC\_20190420\_113227.xlsx

Observation Text :

In a solitary instance, Employee signature was not taken on the NC Bill amounting to Rs.625/-.

- 2: Whether any expired items at the outlets serving counter or storage area ? **NC**

Rating: 7

Observation Text :

It was observed that 2 Pepsi bottles were expired as on 28-Feb-19 (Best before 4 months)and the same were available at the sales or serving counter at PI. Anyhow these reported 2bottles were sealed ones.

- 3: Physical Liquor tallied with book stock in the Bar ? **NC**

Rating: 7

Attachments :

QUE105\_DOC\_20190420\_113520.xlsx

Observation Text :

In 5 instances gross variance of Rs.2,408 of stock was observed (14items random)

- 4: Whether any bill raised for Ala carte items within 5minutes of punching KOT (excluding Coffee shop & buffet items). **NC**

Rating: 7

Attachments :

QUE110\_DOC\_20190420\_113345.xlsx

Observation Text :

Bill raised within 5 mins of punching KOT for Ala carte.

- 5: Whether any pending KOT due for billing at outlets. **NC**

Rating: 7

Attachments :

QUE111\_DOC\_20190420\_113406.xlsx

Observation Text :

Observed Pending KOT as on 15-Mar-19 at 03:09 Hrs

## Chronic

**Section:** F&B

**Subsection:** F&B Function

1: Are NC bills authorized and documented with reasons **NC**

Rating: 7

Attachments :

QUE93\_DOC\_20190420\_113227.xlsx

Observation Text :

In a solitary instance, Employee signature was not taken on the NC Bill amounting to Rs.625/-.

# Audit Questionnaire

## Section: F&B

### Subsection: F&B Function

1: Whether impression of the cards taken for GP privilege card and FHRAI discounts ?

☒ Not Applicable

2: Are discounts properly authorized and documented with reasons?

Rating: 9

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 14-Mar-19 )

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

Rating: 9

Observation Text :

No such instances. (SAMPLE SIZE: As on 14-Mar-19 )

4: Are NC bills authorized and documented with reasons **NC**

Rating: 7

Attachments :

QUE93\_DOC\_20190420\_113227.xlsx

Observation Text :

In a solitary instance, Employee signature was not taken on the NC Bill amounting to Rs.625/-.

5: Are Void bills authorized and documented with reasons

Rating: 8

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 14-Mar-19 )

6: Any Liquor was served to guest beyond the permitted time as per license

Rating: 8

Observation Text :

No such instances. Verified and found satisfactory. (SAMPLE SIZE: As on 14-Mar-19 )

7: Any Delay in serving the food to guest ?

Rating: 8

Observation Text :

No such instances. Verified and found satisfactory. (SAMPLE SIZE: As on 14-Mar-19 )

8: Were all the KOTs cancelled with approvals of concern ??

Rating: 8

Observation Text :

No such instances. Verified and found satisfactory. (SAMPLE SIZE: As on 14-Mar-19 )

9: Whether any expired items at the outlets serving counter or storage area ? **NC**

Rating: 7

Observation Text :

It was observed that 2 Pepsi bottles were expired as on 28-Feb-19 (Best before 4 months)and the same were available at the sales or serving counter at PI. Anyhow these reported 2bottles were sealed ones.

10: Is display for Minors available in the bar with visibility ?

Rating: 9

Observation Text :

Display board was available.

11: Are the Food tags displayed ?

Rating: 9

Observation Text :

Verified and found satisfactory.

12: Any bills pending for settlement ?

Rating: 9

Observation Text :

Verified and found satisfactory.

13: KOT was punched before serving the dishes?

Rating: 9

Observation Text :

No such instances. Satisfactory.

14: Liquor register updated accordingly ?

Rating: 9

Observation Text :

Form-7B was updated till 13-Mar-19.

15: Physical cash tallied with IDS cash in Restaurants and Bar ?

Rating: 8

Attachments :

QUE104\_DOC\_20190420\_113445.xlsx

QUE104\_DOC\_20190420\_113451.xlsx

Observation Text :

Excess amount of Rs.18/- and Rs. 3/- was observed at PI & IRD respectively.

16: Physical Liquor tallied with book stock in the Bar ? **NC**

Rating: 7

Attachments :

QUE105\_DOC\_20190420\_113520.xlsx

Observation Text :

In 5 instances gross variance of Rs.2,408 of stock was observed (14items random)

17: Beers in restaurant and restaurant stores with in the validity ?

Rating: 8

Observation Text :

No such instances. Verified and found satisfactory. (SAMPLE SIZE: As on 14-Mar-19 )

18: Are the bills raised against all the KOT's

Rating: 8

Observation Text :

Verified and Found satisfactory.

19: Whether Guest acknowledgement available on the room posting bills

Rating: 8

Observation Text :

Verified and found satisfactory.

20: Paid seal is available on the all settled bills?

Rating: 8

Observation Text :

Verified and found satisfactory.

21: Whether any bill raised for Ala carte items within 5minutes of punching KOT (excluding Coffee shop & buffet items). **NC**

Rating: 7

Attachments :

QUE110\_DOC\_20190420\_113345.xlsx

Observation Text :

Bill raised within 5 mins of punching KOT for Ala carte.

22: Whether any pending KOT due for billing at outlets. **NC**

Rating: 7

Attachments :

QUE111\_DOC\_20190420\_113406.xlsx

Observation Text :

Observed Pending KOT as on 15-Mar-19 at 03:09 Hrs