

Audit Report for Audit ID - AU00139-1

VA-Banquets - Billing Accuracy

Audit Score

84/100

Details

Audit	AU00139
Scheduled Audit	AU00139-1
Location	Chennai
Hotel	GreenPark Hotel- GPC
Department	F & B Service
Checklist	VA-Banquets - Billing Accuracy
Audit Type	External
Auditor	Venkat Associates
Start Date	25-05-2018
End Date	31-05-2018
Submitted Date	31-05-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	1
Chronic Issues	0

Comparison

GREENPARK HOTEL- GPC VA-BANQUETS - BILLING ACCURACY				
VA-BANQUETS - BILLING ACCURACY		May 2018	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED		
1	Billing Accuracy	84	-	-
Audit Score		● 84	-	-

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

Non-Compliance

Section: Billing Accuracy

Subsection: Cashiering

1: Are the plate control sheets acknowledged by the guest and the Event manager /

Team leader? **NC**

Rating: 1

Chronic

No chronic issues found

Audit Questionnaire

Section: Billing Accuracy

Subsection: Reservations

- 1: Whether the rates offered are same as banquets menu rate?
Rating: 9
- 2: Are Advance collected during bookings/Confirmation- as per the SOP?
Rating: 9
- 3: Whether guest acknowledgement and Banquets Manager signature taken on FP?
Rating: 9

Section: Billing Accuracy

Subsection: Cashiering

- 1: Whether PAN collected for cash payments exceeding Rs.50,000?
Rating: 9
- 2: Are the plate control sheets attached for Extra plates consumed?
Rating: 9
Attachments :
QUE5_DOC_20180531_120334.xlsx
- 3: Are the plate control sheets acknowledged by the guest and the Event manager / Team leader? **NC**
Rating: 1

Section: Billing Accuracy

Subsection: Billing Collections

- 1: Are necessary approvals obtained for discounts provided?
Rating: 9
- 2: Are the invoices attached with the Function prospectus?
Rating: 9
Attachments :
QUE8_DOC_20180531_120535.xlsx
- 3: Short/Excess billing for Liquor when compare with rate list
Rating: 9
- 4: Any cash received from the guest above Rs.200000/-
Rating: 9
- 5: Short/Excess billing of Hire Items when compare with rate list
Rating: 9
- 6: Banquet bills were serially filed

Rating: 9

7: Printed serial numbers available on banquet amendment slips.

Rating: 9