

# Audit Report for Audit ID - AU00138-2

## VA-Front Office - Billing Accuracy

Audit Score

87/100

### Details

Audit	AU00138
Scheduled Audit	AU00138-2
Location	Chennai
Hotel	GreenPark Hotel- GPC
Department	Front Office Dept
Checklist	VA-Front Office - Billing Accuracy
Audit Type	External
Auditor	Venkat Associates
Start Date	16-01-2019
End Date	23-01-2019
Submitted Date	22-01-2019
Status	Completed
Assigned By	Administrator Account
Non-Compliance	4
Chronic Issues	0

## Comparison

### GREENPARK HOTEL- GPC VA-FRONT OFFICE - BILLING ACCURACY

VA-FRONT OFFICE - BILLING ACCURACY		May 2018	Jan 2019	VARIANCE	% of Increase / Decrease (-/+)
S.No	Sections	SCORE OBTAINED	SCORE OBTAINED		
1	Billing Accuracy	88	87	-1	-1.14%
Audit Score		● 88	● 87	-1	-1.14%

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

# Non-Compliance

## Section: Billing Accuracy

### Subsection: Check-in Procedures

- 1: Delay in online submission of C-Forms. **NC**

Rating: 7

Observation Text :

In 8 instances, delay ranging from 3 to 23 days was observed in submitting form c

## Section: Billing Accuracy

### Subsection: Billing Process

- 1: Are room upgradations approved? **NC**

Rating: 7

Observation Text :

In 8 instances, observed that room upgradation without FOM approval amounting to Rs. 88,461/-.

## Section: Billing Accuracy

### Subsection: Cashiering

- 1: Whether early morning check-ins charged to the guests? **NC**

Rating: 7

Observation Text :

Observed in 18 cases that early morning checkin was not charged. Such instances amount to Rs. 0.88Lakhs and no approvals of concern were available for the same

## Section: Billing Accuracy

### Subsection: Check-Out Procedures

- 1: Whether late check-outs charged to the guest? **NC**

Rating: 7

Observation Text :

Observed in 35 cases that Late-checkout was not charged. Such instances amount to Rs.0.91Lakhs and no approvals of concern were available for the same

## Chronic

No chronic issues found

# Audit Questionnaire

## Section: Billing Accuracy

### Subsection: Check-in Procedures

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

Rating: 9

Attachments :

QUE1\_DOC\_20190121\_104911.xlsx

Observation Text :

Observed in 5 instances where tariff was short and excess charged to the extent of Rs. 5,152/- & Rs.3,000/-.

- 2: Whether settlement details updated in GRC?

Rating: 9

Observation Text :

Settlement details were updated in IDS

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

Rating: 9

Attachments :

QUE3\_DOC\_20190121\_105022.xlsx

Observation Text :

In 9 instances, it was observed that id and address proof was not collected from the guest.

- 4: Guest signature taken on GRC?

Rating: 9

Attachments :

QUE4\_DOC\_20190121\_105044.xlsx

Observation Text :

In 7 instances, it was observed that guest signature was not available on the GRC.

- 5: Guest photograph

Rating: 9

Attachments :

QUE5\_DOC\_20190121\_105230.xlsx

Observation Text :

In 10 instances, it was observed that Guest Photo was not available on the GRC.

- 6: Delay in online submission of C-Forms. **NC**

Rating: 7

Observation Text :

In 8 instances, delay ranging from 3 to 23 days was observed in submitting form c

- 7: Whether the Passport, VISA & Nationality details of the foreigners updated properly in

## IDS

Rating: 9

Attachments :

QUE7\_DOC\_20190121\_185709.xlsx

Observation Text :

In 9 instances, we observed difference between guest nationality as per IDS and C form.

**Section:** Billing Accuracy

**Subsection:** Billing Process

1: Are cancelled bills documented with reasons and approvals?

Rating: 9

Attachments :

QUE8\_DOC\_20190121\_113246.xlsx

Observation Text :

In 4 instances, it was observed that cancelled bills documents without reason and approvals.

2: Are all complimentary bills approved?

Rating: 9

Attachments :

QUE9\_DOC\_20190121\_113417.xlsx

Observation Text :

In 2 instances, it was observed that room complimentary authorisation slip was not attached with GRC.

3: Are telephone ,internet, Fax, xerox usage charged?

Rating: 9

Observation Text :

Telephone ,internet, Fax, xerox usage are charged

4: Are Extra beds charged?

Rating: 9

Attachments :

QUE11\_DOC\_20190121\_113433.xlsx

Observation Text :

In 4 instances, observed that extra bed was not charged to the guest amounting to Rs.4,248/-.

5: Are room upgradations approved? **NC**

Rating: 7

Observation Text :

In 8 instances, observed that room upgradation without FOM approval amounting to Rs. 88,461/-.

6: Is IDS configured to post GST on Retention charges based on the slab rate ?

Rating: 9

Observation Text :

yes

7: Is Retention charges posted under Tariff head ?

Rating: 9

Observation Text :

yes

**Section:** Billing Accuracy

**Subsection:** Cashiering

1: Whether early morning check-ins charged to the guests? **NC**

Rating: 7

Observation Text :

Observed in 18 cases that early morning checkin was not charged. Such instances amount to Rs. 0.88Lakhs and no approvals of concern were available for the same

2: Are approvals available for waivers?

Rating: 9

Observation Text :

During physical verification of bills no waiver cases found.

3: Whether Taxes collected for wash and change rooms facility given for less than 3 hours ?

Rating: 8

Observation Text :

No taxes are being collected for wash and change rooms Its part of banquet package

4: Whether wash and change rooms facility given for more than 3 hours charged as per SOP ☒ Not Applicable

5: Authorisation slips for Wash and change rooms available with approvals

Rating: 8

Observation Text :

In 2 instances, it was observed that room complimentary authorisation slip for wash & change was not attached with GRC.

6: Whether advance collected for walk-in guests?

Rating: 9

Observation Text :

Advance was collected from walk in guest

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

Rating: 9

Observation Text :

Receipts are acknowledged by the cashier and guests

8: Are they generated receipts serially numbered?

Rating: 9

9: Are there any Manual postings done?

Rating: 9

Observation Text :

No Manual posting done

10: Are allowances properly authorized?

Rating: 9

Observation Text :

In 4 instances, it was observed that allowance was not authorised by FOM/GM.

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

Rating: 9

Observation Text :

Reason is available for the allowance voucher.

12: Are taxes reversed while passing allowances?

Rating: 9

Observation Text :

Taxes were charged properly

13: Whether IDS cash balance and physical cash tallied?

Rating: 9

Observation Text :

No Variance was found while during physical verification.

14: Bills were serially filed and seriality controls were found to be satisfactory.

Rating: 9

Observation Text :

Bills were serially filed

15: Taxes were charged properly

Rating: 9

Observation Text :

Taxes were charged properly

**Section:** Billing Accuracy

**Subsection:** Check-Out Procedures

1: Whether late check-outs charged to the guest? **NC**

Rating: 7



## Observation Text :

Observed in 35 cases that Late-checkout was not charged. Such instances amount to Rs.0.91 Lakhs and no approvals of concern were available for the same

- 2: Are approvals available for waivers?

Rating: 9

## Observation Text :

No waiver cases found

- 3: On guest check-out, whether guest signatures taken on the refund receipt?

Rating: 9

## Observation Text :

Guests Acknowledgements was available on cash refund receipt.

- 4: Whether Paid-outs given are posted to the guest folio?

Rating: 9

## Observation Text :

Paid-outs given are posted to the guest folio

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

Rating: 9

## Observation Text :

In 3 instances, observed that recipient signature was not available.

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

Rating: 9

## Observation Text :

Merchant copy is attached with the bill.