

Audit Report for Audit ID - AU00257-1

Front Office Functions


Audit Score

68/100

Details

Audit	AU00257
Scheduled Audit	AU00257-1
Location	Visakhapatnam
Hotel	GreenPark Hotel- GPV
Department	Front Office Dept
Checklist	Front Office Functions
Audit Type	Internal
Auditor	Rama Govinda Reddy
Start Date	25-10-2018
End Date	05-11-2018
Submitted Date	29-10-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	10
Chronic Issues	0

Comparison

GREENPARK HOTEL- GPV FRONT OFFICE FUNCTIONS				
FRONT OFFICE FUNCTIONS		Oct 2018	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED		
1	Front Office	68	-	-
Audit Score		 68	-	-

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

Non-Compliance

Section: Front Office

Subsection: FO Function

- 1: Revenue loss on early check-in & late check out's **NC**
 Rating: 7
 Attachments :
 QUE103_DOC_20181029_155125.xls
 QUE103_DOC_20181029_155129.xls
- 2: Plan sales not mentioned properly (Even in system was Not shown AP plan) **NC**
 Rating: 6
- 3: Photo id & Address proofs. **NC**
 Rating: 7
- 4: Room sold more than 30% discount. **NC**
 Rating: 6
 Attachments :
 QUE108_DOC_20181029_155205.xls
 QUE108_DOC_20181029_155208.xls
- 5: Allowances and approvals. **NC**
 Rating: 7
 Attachments :
 QUE109_DOC_20181029_155221.xls
- 6: Reservation slips & Vouchers attached to the bills. **NC**
 Rating: 7
- 7: No show rooms retention charged. **NC**
 Rating: 5
 Attachments :
 QUE111_DOC_20181029_155240.xls
- 8: List of re-open last 3 months. **NC**
 Rating: 6
 Attachments :
 QUE112_DOC_20181029_155254.xls
- 9: Other Front office bills. **NC**
 Rating: 6
- 10: Day audit report. **NC**
 Rating: 7
 Attachments :
 QUE115_DOC_20181029_155338.xls

Chronic

No chronic issues found

Audit Questionnaire

Section: Front Office

Subsection: FO Function

- 1: Revenue loss on early check-in & late check out's **NC**
 Rating: 7
 Attachments :
 QUE103_DOC_20181029_155125.xls
 QUE103_DOC_20181029_155129.xls
- 2: Plan sales not mentioned properly (Even in system was Not shown AP plan) **NC**
 Rating: 6
- 3: Taxes Excess /short collected.
 Rating: 9
- 4: Service tax not collection. ☒ Not Applicable
- 5: Photo id & Address proofs. **NC**
 Rating: 7
- 6: Room sold more than 30% discount. **NC**
 Rating: 6
 Attachments :
 QUE108_DOC_20181029_155205.xls
 QUE108_DOC_20181029_155208.xls
- 7: Allowances and approvals. **NC**
 Rating: 7
 Attachments :
 QUE109_DOC_20181029_155221.xls
- 8: Reservation slips & Vouchers attached to the bills. **NC**
 Rating: 7
- 9: No show rooms retention charged. **NC**
 Rating: 5
 Attachments :
 QUE111_DOC_20181029_155240.xls
- 10: List of re-open last 3 months. **NC**
 Rating: 6
 Attachments :
 QUE112_DOC_20181029_155254.xls
- 11: Same company different tariff charged.
 Rating: 8
 Attachments :

QUE113_DOC_20181029_155307.xls

12: Other Front office bills. **NC**

Rating: 6

13: Day audit report. **NC**

Rating: 7

Attachments :

QUE115_DOC_20181029_155338.xls