

Audit Report for Audit ID - AU00567-1

Front Office


Audit Score

49/100

Details

Audit	AU00567
Scheduled Audit	AU00567-1
Location	Hyderabad
Hotel	Marigold Hotel
Department	Front Office Dept
Checklist	Front Office
Audit Type	Internal
Auditor	Vinod Kumar Singh
Start Date	05-07-2019
End Date	20-07-2019
Submitted Date	15-07-2019
Status	Completed
Assigned By	Administrator Account
Non-Compliance	19
Chronic Issues	0

Comparison

MARIGOLD HOTEL FRONT OFFICE				
FRONT OFFICE		Jul 2019	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED		
1	Front Office	49	-	-
Audit Score		 49	-	-

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

Non-Compliance

Section: Front Office

Subsection: Reg Cards

1: Photo ID – Collected **NC**

☒ No

Attachments :

QUE39_IMG_20190712_145535.jpg

QUE39_IMG_20190712_150042.jpg

QUE39_IMG_20190712_150310.jpg

QUE39_IMG_20190712_150813.jpg

QUE39_IMG_20190712_151312.jpg

Observation Text :

Guest photo id not collected

2: Guest photo taken at the time of check-in. **NC**

☒ No

Attachments :

QUE40_IMG_20190712_145318.jpg

QUE40_IMG_20190712_145359.jpg

QUE40_IMG_20190712_145640.jpg

QUE40_IMG_20190712_145734.jpg

QUE40_IMG_20190712_145810.jpg

QUE40_IMG_20190712_150015.jpg

QUE40_IMG_20190712_150118.jpg

QUE40_IMG_20190712_150258.jpg

QUE40_IMG_20190712_150656.jpg

Observation Text :

First 3 registration card photonot taken and next 2 reg card wrong guest photo take.

Reg card copy attached

3: Both guest photo in-case of Double occupancy. **NC**

☒ No

Attachments :

QUE41_IMG_20190712_151214.jpg

4: Guest Signature on Reg cards **NC**

☒ No

Attachments :

QUE42_IMG_20190712_144411.jpg

Observation Text :

Guest, DM and receptionist signature not found on Registration card

5: Duty Manager Signature on Reg cards **NC**

☒ No

Attachments :

QUE43_IMG_20190712_144620.jpg

QUE43_IMG_20190712_150605.jpg

- 6: Advances collected for Direct payment **NC**

☒ No

Attachments :

QUE44_IMG_20190715_112813.jpg

- 7: Credit card authorization where payment by credit card. **NC**

☒ No

Section: Front Office

Subsection: Billing

- 1: Allowance -Guest signature is taken on Final Bill. **NC**

☒ No

Attachments :

QUE48_IMG_20190712_144811.jpg

QUE48_IMG_20190712_144955.jpg

- 2: FO Bill- Guest Signature has taken on the final bill. **NC**

☒ No

Attachments :

QUE49_IMG_20190712_145106.jpg

QUE49_IMG_20190712_145127.jpg

QUE49_IMG_20190712_145216.jpg

QUE49_IMG_20190712_145233.jpg

QUE49_IMG_20190712_151123.jpg

- 3: Void Bills- Valid Reason- Authorization of FOM and attached to Main Bill. **NC**

☒ No

Attachments :

QUE50_IMG_20190715_111543.jpg

QUE50_IMG_20190715_111744.jpg

- 4: IOU – Proper authorization. **NC**

☒ No

Observation Text :

Rs. 1500 cash given to IT without raising any IOU. Cash short and it's a wrong practice to give money from imprest amount without raising IOU. Misuse of imprest cash to be avoided

- 5: FO – Imprest to tally at all times. **NC**

☒ No

Attachments :

QUE54_IMG_20190712_115258.jpg

QUE54_IMG_20190712_115321.jpg

QUE54_IMG_20190712_115343.jpg

Observation Text :

Always 300-400 case short as per handover register. imprest case is Rs 30000/. handover given without the date, handover to etc not mention on the register

6: Pax moment – Slips made and Authorization **NC**

☒ No

Observation Text :

we don't make pax moment slip. pax check in shown in the system and chatge

7: Room moment – Slips made with Reason **NC**

☒ No

Section: Front Office

Subsection: Registers

1: Pax Moment register regular updation **NC**

☒ No

Observation Text :

No register maintained at front office manual charges done at front office for extra pax. Room transfer slip also not made during the room transfer.

2: Doctor on Call register regular updation **NC**

☒ No

3: Locker Key register regular updation **NC**

☒ No

Attachments :

QUE73_IMG_20190712_111955.jpg

QUE73_IMG_20190712_112025.jpg

Observation Text :

Locker key register not maintained properly. There is no proper column. like date of issue, issued by, issued to etc. As per register 1 locker occupied. locker key available at front desk is 13 out of 17. 3 lockers are missing as per register

4: Gifts register regular updation **NC**

☒ No

5: Pending Bills register regular updation **NC**

☒ No

Observation Text :

Front office doesn't maintain pending bill register at front office

Chronic

No chronic issues found

Audit Questionnaire

Section: Front Office

Subsection: Reg Cards

1: Photo ID – Collected **NC**

☒ No

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5: Duty Manager Signature on Reg cards **NC**

☒ No

Attachments :

QUE43_IMG_20190712_144620.jpg

QUE43_IMG_20190712_150605.jpg

- 6: Advances collected for Direct payment **NC**

☒ No

Attachments :

QUE44_IMG_20190715_112813.jpg

- 7: Walk-in 100 % Advance collected

☒ Yes

- 8: Credit card authorization where payment by credit card. **NC**

☒ No

- 9: All supportings to be attached with Reg cards (OTA, BTC. etc.,)

☒ Yes

Section: Front Office

Subsection: Billing

- 1: Allowance -Guest signature is taken on Final Bill. **NC**

☒ No

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QUE48_IMG_20190712_144955.jpg

- 2: FO Bill- Guest Signature has taken on the final bill. **NC**

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QUE49_IMG_20190712_145127.jpg

QUE49_IMG_20190712_145216.jpg

QUE49_IMG_20190712_145233.jpg

QUE49_IMG_20190712_151123.jpg

- 3: Void Bills- Valid Reason- Authorization of FOM and attached to Main Bill. **NC**

☒ No

Attachments :

QUE50_IMG_20190715_111543.jpg

QUE50_IMG_20190715_111744.jpg

- 4: Paid Outs- Guest Signature while refunds/ Payment to Travel Desk.

☒ Yes

Observation Text :

guest signature not found on Travel desk

- 5: Retention be charged without showing check-in.

☒ Yes

- 6: IOU – Proper authorization. **NC**

☒ No

Observation Text :

Rs. 1500 cash given to IT without raising any IOU. Cash short and it's a wrong practice to give money from imprest amount without raising IOU. Misuse of imprest cash to be avoided

7: FO – Imprest to tally at all times. **NC**

☒ No

Attachments :

QUE54_IMG_20190712_115258.jpg

QUE54_IMG_20190712_115321.jpg

QUE54_IMG_20190712_115343.jpg

Observation Text :

Always 300-400 case short as per handover register. imprest case is Rs 30000/. handover given without the date, handover to etc not mention on the register

8: Guest Comment on TAB – on check-out

☒ Yes

Attachments :

QUE55_IMG_20190715_113418.jpg

9: High Bills Follow-up

☒ Yes

10: Pax moment – Slips made and Authorization **NC**

☒ No

Observation Text :

we don't make pax moment slip. pax check in shown in the system and chatge

11: Room moment – Slips made with Reason **NC**

☒ No

12: Extra Bed – Voucher- Guest signature

☒ Yes

Attachments :

QUE59_IMG_20190712_114838.jpg

QUE59_IMG_20190715_112040.jpg

Section: Front Office

Subsection: Bell Desk

1: Walk-in- scanty baggage- Information to Reception and Update Register

☒ Yes

Attachments :

QUE60_IMG_20190712_114028.jpg

Observation Text :

Scanty baggage register maintained but no duty manager signature on the register

2: Left luggage Register updation.

☒ Yes

Attachments :

QUE61_IMG_20190712_114212.jpg

Observation Text :

Register maintained but not signed by the duty manager

Section: Front Office

Subsection: Foreign Guests

1: Passport and Visa details collected for all Foreigners.

☒ Yes

2: C- Form submission at Intelligence Office.

☒ Yes

Attachments :

QUE63_IMG_20190712_114351.jpg

QUE63_IMG_20190712_114456.jpg

QUE63_IMG_20190712_114604.jpg

3: FRRO- Website -online updation of FO.

☒ Yes

Attachments :

QUE64_IMG_20190715_105014.jpg

4: Pakistan and Bangladesh-National Guest submission at Local Police station on same day

☒ Yes

5: Foreign Exchange -Guest Signature to be taken on Encashment Certificate.

☒ Yes

Attachments :

QUE66_IMG_20190715_112431.jpg

Section: Front Office

Subsection: Registers

1: Parcel register regular updation

☒ Yes

Observation Text :

There is no proper colum maintained and nowhere duty manager signature taken

2: Key card register regular updation

☒ Yes

Observation Text :

Key card handover register maintained

3: C-Form register regular updation

☒ Yes

Attachments :

QUE69_IMG_20190715_105126.jpg

QUE69_IMG_20190715_105148.jpg

4: Pax Moment register regular updation **NC**

☐ No

Observation Text :

No register maintained at front office manual charges done at front office for extra pax. Room transfer slip also not made during the room transfer.

5: Doctor on Call register regular updation **NC**

☐ No

6: Cash Drop register regular updation

☐ Yes

7: Locker Key register regular updation **NC**

☐ No

Attachments :

QUE73_IMG_20190712_111955.jpg

QUE73_IMG_20190712_112025.jpg

Observation Text :

Locker key register not maintained properly. There is no proper column. like date of issue, issued by, issued to etc. As per register 1 locker occupied. locker key available at front desk is 13 out of 17. 3 lockers are missing as per register

8: Gifts register regular updation **NC**

☐ No

9: Pending Bills register regular updation **NC**

☐ No

Observation Text :

Front office doesn't maintain pending bill register at front office

10: Moment register regular updation ☒ Not Applicable