

# Audit Report for Audit ID - AU00315-1

## VA-Surprise Verification F&BS

Audit Score

83/100

### Details

Audit	AU00315
Scheduled Audit	AU00315-1
Location	Hyderabad
Hotel	Marigold Hotel
Department	F & B Service
Checklist	VA-Surprise Verification F&BS
Audit Type	External
Auditor	NAVEEN A
Start Date	15-11-2018
End Date	20-11-2018
Submitted Date	16-11-2018
Status	Completed
Assigned By	Administrator Account
Non-Compliance	5
Chronic Issues	0

## Comparison

MARIGOLD HOTEL VA-SURPRISE VERIFICATION F&BS				
VA-SURPRISE VERIFICATION F&BS		Nov 2018	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED		
1	F&B	83	-	-
Audit Score		● 83	-	-

	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

Observation Text :

Sign of the concerned or Outlet in charge sign was not obtained vide Bill No.5141 & 1759 for an amount of Rs.903/- (NC Value), only reason was mentioned at Saffron Soul. (SAMPLE SIZE: As on 25-Oct-18 ) Response: We will obtain the signature.

- 2: Any Liquor was served to guest beyond the permitted time as per license **NC**

Rating: 7

Attachments :

1LIQUORSERVEDAFTERPERMITTEDTIME\_20181115\_164507.xlsx

Observation Text :

In a solitary instance liquor amounting to Rs.1,600/- was served after 23:30Hrs. (SAMPLE SIZE: As on 25-Oct-18 ). Response: Guest request.

- 3: Any expired beers in bar or bar stores ? **NC**

Rating: 7

Attachments :

2EXPIREDORNEAREXPYITEMSATROOMSERVCIE\_20181115\_164840.xlsx

Observation Text :

In 3 instances expired and near expiry items worth Rs.1,210/- were observed at the Room Service.

- 4: Are the Food tags displayed ? **NC**

Rating: 7

Observation Text :

In a solitary instance name tag 'Sarson Mach' was not displayed at Saffron Soul.

- 5: Liquor register updated accordingly ? **NC**

Rating: 7

Observation Text :

Form-7B was updated till 10-oct-18.

## Chronic

No chronic issues found

# Audit Questionnaire

## Section: F&B

### Subsection: F&B Function

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

Rating: 9

Observation Text :

Copy of FHRAI card was attached. Verified and found satisfactory. (SAMPLE SIZE: As on 25-Oct-18 )

- 2: Are discounts properly authorized and documented with reasons?

Rating: 9

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 25-Oct-18 )

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

Rating: 9

Observation Text :

No such instances. Satisfactory.(SAMPLE SIZE: As on 25-Oct-18 )

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

Rating: 7

Observation Text :

Sign of the concerned or Outlet in charge sign was not obtained vide Bill No.5141 & 1759 for an amount of Rs.903/-(NC Value), only reason was mentioned at Saffron Soul. (SAMPLE SIZE: As on 25-Oct-18 ) Response: We will obtain the signature.

- 5: Are Void bills authorized and documented with reasons

Rating: 9

Observation Text :

Verified and found satisfactory. (SAMPLE SIZE: As on 25-Oct-18 )

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

Rating: 7

Attachments :

1LIQUORSERVEDAFTERPERMITTEDTIME\_20181115\_164507.xlsx

Observation Text :

In a solitary instance liquor amounting to Rs.1,600/- was served after 23:30Hrs. (SAMPLE SIZE: As on 25-Oct-18 ). Response: Guest request.

- 7: Any Delay in serving the food to guest ?

Rating: 9

Observation Text :

No such instances. Satisfactory.(SAMPLE SIZE: As on 25-Oct-18 )

8: Any KOT cancellations without approval ?

Rating: 9

Observation Text :

No such instances. Satisfactory.(SAMPLE SIZE: As on 25-Oct-18 )

9: Any expired beers in bar or bar stores ? **NC**

Rating: 7

Attachments :

2EXPIREDORNEAREXPIRYITEMSATROOMSERVCIE\_20181115\_164840.xls

x

Observation Text :

In 3 instances expired and near expiry items worth Rs.1,210/- were observed at the Room Service.

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

Rating: 9

Observation Text :

Verified and found satisfactory.

11: Are the Food tags displayed ? **NC**

Rating: 7

Observation Text :

In a solitary instance name tag 'Sarson Mach' was not displayed at Saffron Soul.

12: Any bills pending for settlement ?

Rating: 9

Observation Text :

No such instances. Satisfactory.

13: Any dishes served without punching KOT ?

Rating: 9

Observation Text :

No such instances. Satisfactory.

14: Liquor register updated accordingly ? **NC**

Rating: 7

Observation Text :

Form-7B was updated till 10-oct-18.