

# Audit Report for Audit ID - AU00243-2

## Front Office Functions

Audit Score

65/100

### Details

Audit	AU00243
Scheduled Audit	AU00243-2
Location	Hyderabad
Hotel	Marigold Hotel
Department	Front Office Dept
Checklist	Front Office Functions
Audit Type	Internal
Auditor	Rama Govinda Reddy
Start Date	30-01-2019
End Date	11-02-2019
Submitted Date	30-01-2019
Status	Completed
Assigned By	Administrator Account
Non-Compliance	12
Chronic Issues	10

## Comparison

MARIGOLD HOTEL FRONT OFFICE FUNCTIONS					
FRONT OFFICE FUNCTIONS		Oct 2018	Jan 2019	VARIANCE	% of Increase / Decrease (-/ +)
S.No	Sections	SCORE OBTAINED	SCORE OBTAINED		
1	Front Office	67	65	-2	-2.99%
Audit Score		● 67	● 65	-2	-2.99%

	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 :  
 QUE189\_DOC\_20190130\_100139.xls  
 QUE189\_DOC\_20190130\_100302.xls
  
- 2: Plan sales not mentioned properly (Even in system was Not shown AP plan) **NC**  
 Rating: 7
  
- 3: Photo id & Address proofs. **NC**  
 Rating: 7
  
- 4: Room sold more than 30% discount. **NC**  
 Rating: 7  
 Attachments :  
 QUE194\_DOC\_20190130\_100242.xls  
 QUE194\_DOC\_20190130\_100246.xls  
 QUE194\_DOC\_20190130\_100249.xls
  
- 5: Allowances and approvals. **NC**  
 Rating: 6  
 Attachments :  
 QUE195\_DOC\_20190130\_100333.xls
  
- 6: Reservation slips & Vouchers attached to the bills. **NC**  
 Rating: 6
  
- 7: No show rooms retention charged. **NC**  
 Rating: 5  
 Attachments :  
 QUE197\_DOC\_20190130\_100410.xls
  
- 8: List of re-open last 3 months. **NC**  
 Rating: 6  
 Attachments :  
 QUE198\_DOC\_20190130\_100431.xls
  
- 9: Same company different tariff charged. **NC**  
 Rating: 7  
 Attachments :  
 QUE199\_DOC\_20190130\_100451.xls
  
- 10: Other Front office bills. **NC**  
 Rating: 6

11: Day audit report. **NC**

Rating: 6

Attachments :

QUE201\_DOC\_20190130\_100522.xls

12: Advances are not collecting with the guests (Direct payments) as per policy. **NC**

Rating: 7

# Chronic

**Section:** Front Office

**Subsection:** FO Function

- 1: Revenue loss on early check-in & late check out's **NC**

Rating: 7

Attachments :

QUE189\_DOC\_20190130\_100139.xls

QUE189\_DOC\_20190130\_100302.xls

- 2: Photo id & Address proofs. **NC**

Rating: 7

- 3: Room sold more than 30% discount. **NC**

Rating: 7

Attachments :

QUE194\_DOC\_20190130\_100242.xls

QUE194\_DOC\_20190130\_100246.xls

QUE194\_DOC\_20190130\_100249.xls

- 4: Allowances and approvals. **NC**

Rating: 6

Attachments :

QUE195\_DOC\_20190130\_100333.xls

- 5: Reservation slips & Vouchers attached to the bills. **NC**

Rating: 6

- 6: No show rooms retention charged. **NC**

Rating: 5

Attachments :

QUE197\_DOC\_20190130\_100410.xls

- 7: List of re-open last 3 months. **NC**

Rating: 6

Attachments :

QUE198\_DOC\_20190130\_100431.xls

- 8: Same company different tariff charged. **NC**

Rating: 7

Attachments :

QUE199\_DOC\_20190130\_100451.xls

- 9: Other Front office bills. **NC**

Rating: 6

- 10: Day audit report. **NC**

Rating: 6

Attachments :

QUE201\_DOC\_20190130\_100522.xls

# Audit Questionnaire

**Section:** Front Office

**Subsection:** FO Function

- 1: Revenue loss on early check-in & late check out's **NC**  
 Rating: 7  
 Attachments :  
 QUE189\_DOC\_20190130\_100139.xls  
 QUE189\_DOC\_20190130\_100302.xls
- 2: Plan sales not mentioned properly (Even in system was Not shown AP plan) **NC**  
 Rating: 7
- 3: Taxes Excess /short collected.  
 Rating: 8
- 4: Service tax not collection. ☒ Not Applicable
- 5: Photo id & Address proofs. **NC**  
 Rating: 7
- 6: Room sold more than 30% discount. **NC**  
 Rating: 7  
 Attachments :  
 QUE194\_DOC\_20190130\_100242.xls  
 QUE194\_DOC\_20190130\_100246.xls  
 QUE194\_DOC\_20190130\_100249.xls
- 7: Allowances and approvals. **NC**  
 Rating: 6  
 Attachments :  
 QUE195\_DOC\_20190130\_100333.xls
- 8: Reservation slips & Vouchers attached to the bills. **NC**  
 Rating: 6
- 9: No show rooms retention charged. **NC**  
 Rating: 5  
 Attachments :  
 QUE197\_DOC\_20190130\_100410.xls
- 10: List of re-open last 3 months. **NC**  
 Rating: 6  
 Attachments :  
 QUE198\_DOC\_20190130\_100431.xls
- 11: Same company different tariff charged. **NC**  
 Rating: 7

Attachments :

QUE199\_DOC\_20190130\_100451.xls

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

Rating: 6

13: Day audit report. **NC**

Rating: 6

Attachments :

QUE201\_DOC\_20190130\_100522.xls

14: Advances are not collecting with the guests (Direct payments) as per policy. **NC**

Rating: 7