

Outlet Spot Check Questionnaire

Property:

Outlet Name:

Point Of Sale:

Date/Time:

PLEASE NOTE: Action/s to be taken by SBU, if points are marked with ☹

DESCRIPTION	YES	NO	☹
Is Point Of Sale (P.O.S.) interfaced with Front Office System (F.O.S.)?	✓		
Remarks:			
If not, review the existing system (revenue cycle) and make a note of observed control weakness.	N/A	N/A	N/A
Remarks:			
Does the person handling cash also have access to print cash sales report?	✓		
Remarks:			
If yes, perform cash count and tally it to cash sales report.	✓		
Remarks:			
In case of any cash Overage/ Shortage, verify the same on next day with Income Auditor.	N/A	N/A	N/A
Remarks:			
Are item prices per menu (F&B outlet) /on tag (Retail outlet) matched with prices in P.O.S system (reconcile for some of the items).			✓
Remarks			
Is daily listing of Void items prepared, reasons explained and approved by the authorized person?	✓		
Remarks:			
Are the following applicable, tick the respective boxes below? 100% Entertainment <input type="checkbox"/> Officer's Check <input type="checkbox"/> Band <input type="checkbox"/> 50% Staff discount on F&B <input type="checkbox"/> Other discount ...% <input type="checkbox"/> - Please Specify: _____	✓		
Remarks:			
Is prior approval obtained before giving entertainment discount (except for General Managers and Corporate Directors)?	✓		
Remarks: <i>Entertainment request form</i>			
Is unit staff listing with signature available for reference in the outlet to ensure that only authorized staff can sign officers' meal check?	✓		
Remarks:			
Is the meal served to band/entertainer as specified in their individual contract?	✓		
Remarks:			

DESCRIPTION	YES	NO	☹
Are following verified and obtained before giving discounts to staff: 1) Employee ID Card - Name, Signature & Unit 2) Prior approval doc. (if required).	✓		
Remarks:			
Is prior approval obtained for discounts on any ongoing promotions, other discount etc.		✓	
Remarks:			
Are discount policies number CDF 030 available in the outlet for reference?	✓		
Remarks:			
Select few tables occupied by guest for spot check.	N/A	N/A	N/A
Remarks:			
Are items served/number of persons on table matched with the system open check and manual KOT?	N/A	N/A	N/A
Remarks:			
Are any open checks in the P.O.S. system pending for settlement other than checks for the occupied tables (Ask cashier/steward to print the open check report)?			✓
Remarks:			
Check few on hand settled check with cashier/steward against manual KOT.	N/A	N/A	N/A
Remarks:			
Check the opening and closing time on few settled checks and investigate the reason for any unreasonable time difference.	✓		
Remarks:			
Is access to change the mode of payment restricted with restaurant manager/assistant?	✓		
Remarks:			
If yes, verify the same to transaction (applicable if such transaction occurred before spot check).	N/A	N/A	N/A
Remarks:			
Are items punched in open food/beverage key correctly priced and marked on restaurant check for identification?	✓		
Remarks:			

Loyalty Program:

Are the procedures in handling the Loyalty Program fully cascaded to the Outlet Manager, F & B Cashier and other relevant staff?	✓		
How? (thru seminar, etc.) Briefly summarize if necessary.			
Is there a sufficient control in awarding Loyalty Points by the outlet?			
Briefly describe the procedure:			
Is there a sufficient control in redeeming Loyalty Points through the outlet?			
Briefly describe the procedure:			

Spot check conducted by:

Information provided by:

Position