

Hospitality Audit Services

TEST PURCHASING

We have developed a very effective test purchasing programme to check cash handling accuracy in premises where cash accounts for a lot of the revenue, for example hotel bars and Restaurants.

- **Same Day Visits**

These are used to check bars and restaurants etc. A number of test purchases are made depending on the requirements of the customer. These are usually in cash. Additional information is also obtained relating to observations made while at the premises (are there any underage drinkers, are friends of bar tenders being given free drinks etc).

- **Overnight Stays**

These visits are used to check all outlets within a hotel. Cash purchases are made in Restaurants (including breakfast service), Bars, Room Service, Concierge and Reception etc. The exact details of any visit are always discussed with the customer beforehand so that specific requirement can be agreed (car park charging for example).

- **Integrity Tests**

As well as checking that employees are handling cash correctly we can also add integrity tests into the visits to make sure that employees are not putting the security of guests personal belongings at risk. Examples of integrity tests are asking Receptionists to cut a bedroom key to see if they confirm the guest's identity or leaving an item in the room after the visit to see if it is passed to lost property.

- **Brand Standard Tests**

We can add brand standard checks to make sure your employees are complying with company policy. This could include uniforms, menu items or bedroom supplies for example

The information obtained is collated into a report. This information can then be checked against the EPOS system and if required CCTV.

Hospitality Audit Services Ltd

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