

Chapter 11 Outline

Functions of the Front Office Audit
The Role of the Front Office Auditor
Establishing an End of Day
Cross-Referencing
Account Integrity
Guest Credit Monitoring
Audit Posting Formula
Daily and Supplemental Transcripts
Front Office Automation
The Front Office Audit Process
Complete Outstanding Postings
Reconcile Room Status Discrepancies
Verify Room Rates
Balance All Departmental Accounts
Verify No-Show Reservations
Post Room Rates and Taxes
Prepare Reports
Prepare Cash Receipts for Deposit
Perform System Back-Up Routine
Distribute Reports
System Update
Centralized Front Office Audits
Summary

Competencies

1. Identify the functions of the front office audit. (pp. 395–400)
2. Identify the steps in the front office audit process. (pp. 400–409)
3. Explain the function of a system update and describe centralized front office audits. (pp. 409–411)