CORE CONCEPT

Hotel Revenue Audit Course: Identifying Revenue Leakage and Strengthening Financial Controls

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Introduction:

Hotel revenue audit, identifying revenue leakage and strengthening financial controls, is a 1-week course for income auditors, revenue accountants, credit controllers and the financial controllers they report to, ending with a Revenue Leakage Assessment and Recovery Plan for a case hotel. Hotels lose income when contract rates are loaded wrongly, OTA settlements and commissions go unmatched, banqueting is billed below the event order and no-show fees are never charged. Nominees already verify or account for hotel revenue, and teaching is by case study on folios, OTA statements and event orders. CoreConcept Training Center delivers this hotel revenue audit course.

Course Objectives:

- Map the hotel booking-to-cash revenue cycle by channel and estimate a leakage baseline from adjustments and allowances
- Verify loaded rates, packages and inclusions against signed contracts and revenue allocation rules
- Reconcile OTA merchant and agency settlements, commissions and virtual card payments to guest folios
- Test banqueting, outlet and ancillary billing from event order and POS records to the final invoice
- Recover no-show, cancellation, attrition and city ledger amounts and track recovery with named owners
- Produce a Revenue Leakage Assessment and Recovery Plan for a case hotel

Target Audience:

- Income auditors responsible for daily verification of room, outlet and event revenue
- Revenue accountants responsible for OTA, travel agent and commission reconciliations
- Credit and accounts receivable staff responsible for city ledger, direct billing and collections
- Events and banqueting coordinators responsible for event orders and final event billing
- Financial controllers and finance directors responsible for revenue assurance and month-end revenue sign-off

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Course Outline:

Day 1: Hotel Revenue Cycle and the Leakage Baseline

- Booking to Cash Revenue Cycle Map by Channel
- Revenue Leakage Taxonomy Across Rooms, Outlets and Events
- USALI 12th Revised Edition Operated Department Revenue Lines
- Revenue Assurance Roles Between Front Office, Accounts and Sales
- Leakage Baseline Estimate From the Monthly Adjustments Log

Day 2: Rate, Contract and Distribution Reconciliation

- Contract Rate Loading Verification Against Signed Agreements
- Package and Inclusion Revenue Allocation Rules
- OTA Merchant and Agency Model Settlement Matching to Folios
- Travel Agent and OTA Commission Invoice Validation
- Virtual Card Payment Collection and Unclaimed Balance Tracking

Day 3: Outlet, Banqueting and Ancillary Revenue Assurance

- Banquet Event Order to Final Invoice Reconciliation
- Contracted Covers, Minimum Spend and Room Hire Billing Checks
- POS Void, Transfer and Open Check Exception Review
- Minibar, Laundry and Spa Charge Capture Testing
- Service Charge and Indirect Tax Calculation on Revenue

Day 4: Credit Control, Fee Recovery and Leakage Analytics

- City Ledger Credit Limits, Direct Billing Approval and Dunning
- No-Show and Cancellation Fee Charging Against Booking Terms
- Group Block, Allotment Release and Attrition Billing Review
- PMS and POS Data Export Analytics for Leakage Patterns
- Revenue Recovery Tracker With Owners and Recovered Amounts

Day 5: Case Study and the Revenue Leakage Assessment

- Case Hotel Booking to Cash Walkthrough and Leakage Map
- Case OTA Settlement and Commission Reconciliation Exercise
- Case Banqueting and Outlet Billing Sample Testing
- Control Strengthening Recommendations With Responsible Departments
- Revenue Leakage Assessment and Recovery Plan Completion and Presentation

Skills You Will Gain:

- Revenue Cycle Mapping
- Contract Rate Verification
- OTA Settlement Reconciliation
- Commission Validation
- Event Billing Assurance
- Credit Control
- Leakage Data Analytics
- Revenue Recovery Tracking

Why Attend This Course:

- Deliver a Revenue Leakage Assessment and Recovery Plan to the financial controller and director of finance
- Decide which leakage points to fix first by comparing recoverable value with the effort to control them
- Avoid unmatched OTA settlements, overpaid commissions, under-billed events and uncharged no-show fees
- Equip front office, events and accounts colleagues with the reconciliation templates and exception checks used on the course

Conclusion:

Back at work, the participant gives the Revenue Leakage Assessment and Recovery Plan to the financial controller, the director of finance and the heads of front office, events and sales. They use it to agree which leaks to close first, which amounts to pursue with OTAs, agents and corporate clients and who owns each control change. After the first month-end under the plan, the unit should compare recovered amounts and repeat exceptions with the baseline and re-prioritise the remaining leakage points.

Frequently Asked Questions FAQ:

What should participants know before a hotel revenue audit course?

Participants should already verify, post or reconcile hotel revenue and read PMS folios and POS reports. Bringing anonymised OTA statements, event orders or adjustment logs from their own hotel makes the case study work directly useful.

How does a hotel revenue audit course differ from a hotel internal audit course?

A hotel internal audit course covers the whole property, including purchasing, stores, payroll and audit planning. This course stays inside the revenue cycle, from booking and rate loading through OTA settlement, event billing and credit control to recovered cash.

Where does revenue leakage usually occur in a hotel?

Leakage usually appears where revenue passes between systems or parties: rates loaded differently from contracts, OTA settlements not matched to folios, commissions paid on cancelled stays, events billed below the event order and no-show fees never charged.

What do participants take back from the hotel revenue audit course?

Participants take back a Revenue Leakage Assessment and Recovery Plan with a booking-to-cash leakage map, reconciliation results, prioritised control fixes and a recovery tracker with owners that they can apply in their own hotel.