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	INITIATED BY: PRIMA CONSULTANT CO., LTD.		DEPT./SECTION:
	REVIEWED BY:		
	APPROVED BY:		
	SUBJECT:		CASHIER FUNDS/FLOATS/HOUSE BANKS

OBJECTIVE

To guarantee the cash float safety and ensure that the cash float amount is adapted to the activity of the related outlet.

POLICY

1. All hotel floats must be duly authorized by hotel management with a related letter of responsibility signed by each individual float user.
2. At changing of shifts, contradictory counting of the cash float to be handed over must be performed and formalized in a proper cash float transfer book. Cashier is responsible for all shortages of funds handled by him/her
3. Surprise check on all hotel cash floats must be regularly carried out and formalized by Income Auditor.
4. Cash drawers should be locked whenever unattended and each cashier must be assigned his/her own cash drawer. Only one person should have access to any one cash drawer otherwise, the integrity of the cash drawer will be compromised.
5. The Financial Controller is responsible for implementing effective control for all cashier funds on the property and maintaining a record of all cashier overages and shortages for each cashier. Cash management and control procedures require the such funds be limited to the minimum amount required for operating purposes.

PROCEDURE:

FLOAT

- a. The amount of floats to be maintained by use of individuals will be approved by the Financial Controller and General Manager.
- b. Changes in amount of total floats may not be made without the Financial Controller and General Manager’s approval, except on a very temporary basis to handle peak business needs, may be made by Financial Controller.

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- c. The Financial Controller must review operating cash needs and determine appropriate, yet minimal amounts for each cashier.

Float Control

- a. Prior to issuing a float, the general cashier must receive a completed a fully authorized **“A House Bank Agreement form”** and must also ensure the individual receiving the cash fund has received signed off on the terms and conditions. A copy of this acknowledgement must be kept in the employee’s personnel file and General Cashier File.
- b. **A House Bank Agreement** will be completed by the General Cashier as acknowledgement of acceptance of the full amount of floats as reflected in the general Ledger. The original executed form is to be retained for safekeeping by the Hotel Financial Controller.
- c. The General Cashier will be responsible for obtaining a completed **House Bank Agreement** from each employee to whom house funds have been issued. No floats are to be issued without the Financial Controller and General Manager’s approval. The **A House Bank Agreement** are to be retained by the General cashier in the safe and are to be considered the same as cash in reconciling to total House Funds, and also a copy is on each individual’s personnel file.
- d. **A House Bank Agreement** must be completed in ink. Float amounts are to be protected from alteration by imprinting the amount with a check protector on the contract form or typewritten.
- e. If a float amount is authorized to be increased or decreased, a new Float Contract is to be completed. At no time are any alterations to be made to a Float Contract.

In cases of employment termination, **A House Bank Agreement** is to be marked “cancelled” when the agreement has been fulfilled in every respect. A photocopy of the cancelled contract is to be retained by the Financial Controller or General Cashier and the cancelled original returned to the terminating employee.

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- f. A copy of each float contact should be forwarded to Human Resources for inclusion in the employee’s file.

Physical Protection of House Funds

- a. Departmental cashier safe Deposit Box procedure

Each employee to whom a float is issued is to be assigned a safe deposit box for its safe storage.

A separate section or group of safe deposit boxes is to be assigned for this purpose and there should be only one key available for each box. Cashiers are to be informed the date they are issued the only key and if for any reason the box has to be drilled because a cashier cannot locate the key assigned to him/her that cashier is responsible for paying fees associated with opening the box.

In situations where new safety deposit boxes are purchased and second keys exist, all second keys should be destroyed with witness present. Destruction of second keys should be documented. It is the responsibility of the Financial Controller and the General Cashier to ensure that a monthly audit is performed to determine the status of all safety deposit boxes (guests and in-house). All steps must be taken to ensure that all boxes are functional and properly accounted for.

- b. General Cashier Security

The General cashier should be provided with a properly protected enclosure containing a safe of adequate size and security for the funds in his/her custody and containing adequate working area to provide privacy in the handling of cash it is highly recommended that the general Cashier’s office and/or safe is to be equipped with an alarm system to provide security during non-working hours.

The alarm system should be connected to a continually monitored security station, which may be internal or external. The alarm system is to be periodically tested to ensure that it is in working order. The combination to the General Cashier’s safe is to be sealed in an opaque envelope signed’

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Jointly over the flaps by the Financial Controller and General cashier and stored in the safe deposit box used for the retention of duplicate house keys, the combination reset procedures and reset key/wrench. The safe combination is to be reset at the time of all General Cashier personnel changer.

The hotel, however, must have an in-house procedure stipulating that a security guard of approved substitute will escort the general Cashier with the transfer of daily deposits from the drop safe to his/her office, if the drop safe is not near the General cashier’s office.

Access to the General Cashier’s office should be limited as much as possible. Any authorized access the office other than the General Cashier must be accompanied by the security Department at all times. No one is permitted access to the office unless the individual is listed on the key Authorization Listing and verified through security.

c. Departmental Cashier security

Departmental cashiers and other personnel whose duties involve the handling of cash should be provided with adequate facilities for the protection of the funds for which they are responsible while the cashiers are on duty.

d. Drop Safe Requirement

The Financial Controller must ensure that a fire-proof deposit vault with a double locking feature (combination and/or key lock) is used for all daily deposit drops. This vault must be securely fastened to the floor or cinder block/concrete wall. A daily deposit witness log book must be maintained around this area listing the time of the deposit, the department, the shift, the amount of the deposit and a witness preferably other than the supervisor of the employee or another employee of the same department.

Float count procedures

Cashiers

All Hotels should purchase cashier float envelopes/cash remittance form that provide space for both float count and deposit detail. All cash drawers/house floats must be

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counted before and after every shift or on a daily basis to ensure that the balance is correct.

All cashiers are to be instructed that the issued float should contain only currency, coin and hotel due back currency summary. All other negotiable instruments are to be deposited daily (e.g. petty cash vouchers, personal cheques, credit card slip and travelers cheques).

All cashiers are to be instructed that they are to surrender their banks to the General Cashier prior to going on holiday or extended leave in excess of two (2) weeks.

General Cashier Duties

- Deposited cash envelopes must be pulled out of the safe on a daily basis. Schedules must be arranged to plan for holidays or extended weekends deposits.
- The deposit safe must be opened by the General Cashier only in the presence of another Accounting representative or authorized person. Deposit envelopes must be verified against the deposit log book for that day. Information regarding the number of envelopes pulled, the amounts indicated on the deposit envelopes and signature of the witness for the pull must be completed. Any variance must be reported to the Financial Controller immediately and investigated by security. In the event of a major loss, the employee and witness who dropped the envelope should be called and be asked to provide a statement. Once determined that it is a major loss (greater than Baht 1,000), the Financial Controller must inform the Director of Finance of the loss and the appropriate action taken.
- In the event the General Cashier goes on holiday and the responsibility is transferred to another employee, the total house fund must be verified by both individuals and the combination changed. Upon the return of the General Cashier the total bank is verified again and the combination to the safe must be changed again.

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- The General Cashier will count his/her bank daily and forward the count to the hotel Financial Controller or Chief Accountant, who will review the count, initial the cash in custody form and keep it filed for twelve (12) months by month. The Financial Controller or Chief Accountant must verify the safe total on a weekly basis by counting it with the General Cashier. Documentation of this count should be retained for twelve (12) months.

Verification of Funds

- All other floats should be counted on a surprise basis very month. The total amount of all floats must reconcile to the monthly General Ledger float account.
- The float count is to be completed by two (2) employees designated by the Financial Controller. If the count is done in the presence of the cashier to whom the float is issued, the cashier may serve as one of these employees.
- If a cashier's safe deposit box has to be drilled for one reason or another, the cash must be counted by the Financial Controller or Chief Accountant and an Accounting witness or the cashier's manager. The person witnessing the float count is to witness to entire procedure. Written notice of the cash count is to be signed by the two individuals and placed in the cashier's box.
- Any overages discovered in floats are to be immediately deposited by the individuals making the float counts. A summary report of the results of the count is to be furnished to the Financial Controller who will be responsible for investigating any shortage or overages. Keep completed individual and summary float counts on active file for twelve (12) months organized by month.

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Rotating Floats

- a. Rotating floats are encouraged for use to minimize liquidity needs. Use of rotating floats must be specifically approved by the Hotel Financial Controller and General Manager.
- b. Rotating floats must be counted and witnessed by the person leaving the current shift and the person taking over the next shift. When both signatures are on the count sheet, it should be dropped in the safe.
- c. The following day when the float is used again, the guest service agent must have a witness, sign out the key, re-count the float, and sign the count sheet. The witness must remain with him/her while the float is counted. **FAILURE TO HAVE A WITNESS WILL MAKE THE CASHIER RESPONSIBLE FOR ANY FLOAT SHORTAGES!! REMEMBER TO ALWAYS HAVE A WITNESS.**

House Bank Agreement (Sample)

**Hotel Name -----
HOUSE BANK AGREEMENT**

I,.....HEREBY ACKNOWLEDGE receive of the sum of (.....)(“The Bank”) to be held by me on trust for the Hotel for my use in performing my day to day duties as a Cashier in employment with the Hotel.

I HEREBY AGREE as follows:

- a. That I shall be responsible for the safe-keeping of the Bank and its return to the Hotel on demand (which may be oral or in writing) in its entirety free of any deduction or set-off. Any shortfall in the Bank at the date of the repayment to the Hotel may be deducted without further notice from any moneys then due to me or which may at any time thereafter become due to me from the Hotel.
- b. That I shall comply with all requests or directions from the Financial Controller or his/her representative or any other duly authorized designated person in respect of the audit of the Bank.

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- c. That I shall upon request from the Financial Controller or his/her representative supply to the Financial Controller any information at any time relating to the Bank and its operation.
- d. That I will not transfer or deliver the Bank or any part thereof to any person unless authorized in writing by the Financial Controller.
- e. That I shall keep the Bank when not in use in the safe deposit box assigned to me and at all times keep the key in my personal possession. If I lose or misplace the key I shall be responsible for the cost of replacing the safe deposit box lock.
- f. That I will submit a daily report in respect of the Bank and all other moneys received by me on behalf of the Hotel to the Accounting Department of the Hotel such report to be in the form required by the Accounting Department of the Hotel.
- g. That I shall comply with all rules and regulations relating to the Bank as may be established by the Hotel from time to time.

Signed: _____ Date _____ Position _____

Witnessed By: _____ Date _____ Position _____

Safety Deposit Box No: _____

Issue Approval: _____

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Chief Accountant

Date

Financial Controller

Date

Director of Finance

Date