

STANDARD OPERATING PROCEDURE	CODE: CB - 006		PAGE: 1 of 2
	EFFECTIVE:		UPDATE NO.:
	INITIATED BY: PRIMA CONSULTANT CO., LTD.		DEPT./SECTION:
	REVIEWED BY:		
	APPROVED BY:		
	SUBJECT:	TRAVELER'S CHEQUE	

OBJECTIVE:

To ensure the guest's travelers cheque were handling properly.

POLICY:

Travellers cheques are an approved method of payment for hotel charges and may also be used by guests to obtain cash. Careful handling of Travellers cheques will limit exposure to losses resulting from fraudulent practices.

PROCEDURE:

1. Only Registered guests may cash travelers cheques in approved currency.
2. The guest must sign the second signature in the presence of the Guest Service Agent.
3. The Guest Service Agent must verify that the two (2) signatures match and ask to see some form of picture ID and compare the name and signature on the ID to the signature on the cheque. Note the serial number of the ID on the back of the cheque. If there is still any doubt over the signature have the guest sign on the back of the cheque and compare.
4. If the signatures match, stamp the back of the travelers cheque with the restrictive endorsement stamp. ("For Deposit only, Hotel Name")
5. Stamp the payee section with the hotel name stamp.
6. The Guest Service Agent will then give the guest the authorized cash from his/her bank and place the travelers' cheques) in his/her bank.

If a guest wishes to pay their hotel bill with Travellers cheques, payment in full at the time of registration will be required. These guests would be treated as Advance Deposit then post in PMS as Cash Payment Transaction. If the guest has a valid credit card on file at the front desk, he/she would be allowed to sign charges to his/her guest room.

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Chief Accountant

Date

Financial Controller

Date

Director of Finance

Date