

STANDARD OPERATING PROCEDURE	CODE: CB - 008		PAGE: 1 of 4
	EFFECTIVE:		UPDATE NO.:
	INITIATED BY: PRIMA CONSULTANT CO., LTD.		DEPT./SECTION:
	REVIEWED BY:		
	APPROVED BY:		
	SUBJECT:	CASHIERING COLLECTION AND REMITTANCE	

OBJECTIVE:

To ensure proper internal control is maintained over funds received by cashiers at all times.

POLICY:

1. At shift-end, each cashier going off-duty must deposit all cash revenue collections into the hotel drop safe.
2. All movements in/out of the drop-safe must be recorded and witnessed.
3. Any discrepancies between actual cash count and the cashier report, or missing end-of-shift cashier's drop must be immediately reported and investigated.

PROCEDURE:

I- Collection methods

Cash:

- Do not accept bank notes that are no longer legal tender
- Beware of false bank notes and make sure to comply with security measures (water-marks, metal strip, quality of paper, etc.)

Foreign currency:

- Do not accept bank notes that are no longer legal tender
- Beware of false bank notes and make sure to comply with security measures
- Do not accept foreign currencies that are not approved by the hotel's Financial Controller and listed at Front Office

Cheques:

- Cheques should only be accepted for Account Receivables
- Cheques should be immediately restrictively endorsed by stamp ("for deposit only – hotel name")
- Make sure that the cheque is filled out correctly (amount, signature)
- Compare the ID and signature on the cheque with those on guest's ID documents

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Credit card:

- Credit card transactions must be authorized by swiping through authorized hardware and accompanied by a signed credit card receipt.

Traveller’s cheques:

- It is required that the traveller’s cheque be countersigned by the guest at the time of the payment in the presence of Cashier

Service vouchers:

- Verify the date of the voucher, especially the changeover date
- No cash refunds
- Do not accept vouchers with a damaged magnetic strip
- Make sure the voucher complies with security measures to avoid counterfeit vouchers (special ink, inserted metal wires, etc.)

II- Cashier’s collection

1. Proper cash register practices should be used for all transactions. Cash drawers should only be opened when a tendered amount is entered, whether cash or credit card.
2. The cashier will open his/her station, and then ring up sales on the cash register, collect cash, process credit cards, charge approved “house” accounts, etc., and give change to customers. In no instance may any item be passed through a station without recording the transaction on the register.
3. At the end of the shift, each cashier will close his/her station and print out the cash register reading. This report is a sub-total of each shift’s transactions. It verifies sequential integrity and ensures that all transactions recorded through the system are accounted for.

III- Cashiers’ remittance

1. At the end of his/her shift, each cashier is required to deposit all cash collected other than the house bank in a drop-safe. Cash collections for the shift should be sealed in a remittance envelope with the cash receipt records for which the cashier is

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accountable.

The cashier should clearly detail on the remittance envelope the total remitted with a count per note type

2. Any deposit into the drop safe should be witnessed with each drop duly reported into a daily “cashier drop-safe report” sheet and signed by both the cashier and the witness.

The cashier drop-safe report sheet should state:

- Signature of both the cashier dropping the envelope and his/her witness
- Signature of both the person removing the envelope from the drop-safe and his/her witness
- The certification of the number of envelopes dropped vs. the number of envelopes removed from the drop-safe

3. Each morning, the General Cashier together with a witness is to empty the drop-safe and check all collected envelopes against the cashier drop-safe report; the witness should sign the cashier drop-safe report to indicate that the General Cashier has indeed removed each one of the listed envelopes.

4. Once back in the office, the General Cashier with the witness still present processes each envelope separately:

- By carefully counting the contents
- By verifying that there are no discrepancies between the actual count and the amount reported by Cashier Both the General Cashier and the witness should then directly sign on the remittance envelopes to acknowledge the count.

5. After complete cash counting the general cashier should fill in “The General Cashier Daily Receipt Summary” attached with drop safe report, Cash remittance, and other supporting document of every receipt during the day.

Sample
CASHIER DROP SAFE REPORT
Sample
GENERAL CASHIER DAILY RECEIPT SUMMARY

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Chief Accountant

Date

Financial Controller

Date

Director of Finance

Date