

STANDARD OPERATING PROCEDURE	CODE: CB - 009		PAGE: 1 of 2
	EFFECTIVE:		UPDATE NO.:
	INITIATED BY: PRIMA CONSULTANT CO., LTD.		DEPT./SECTION:
	REVIEWED BY:		
	APPROVED BY:		
	SUBJECT:	CASHIER OVER/SHORT REPORTING	

OBJECTIVE:

To complete account recording daily actual cash receipt compare to cash recording amount in the system.

POLICY:

To monitor adherence to cash handling procedures, identify employees with cash handling problems and minimize loss. Daily monitoring of cash overages/shortages is required to assure tight control over cash funds. All cash overages/shortages must be reported, investigated promptly.

PRECEDURE:

A Daily cashier over/short Report should by produced by General Cashier and Income Auditor, must show, by individual cashier. All cash deposit overages/shortages on a daily basis. The Financial Controller must review and initial the General Cashier Daily Receipt Summary daily.

At month end, the General cashier should submit to the Financial Controller a monthly, by day summary of overages/shortages by cashier. This report should also include overages/shortages resulting from bank audits. The Financial Controller will review the report, noting repeat occurrences or trends and advise the General Manager of appropriate disciplinary action.

Investigation

Variances are to be investigate by the appropriate department head (Front Office or F&B manager) to determine whether they are explainable (e.g. a missing guest check, improper settlement, etc.) or Unexplainable. Once an overage/shortage has been identified as explainable or unexplainable, the department head is to prepare the appropriate paperwork as specified by the disciplinary procedure listed herein. A copy should be sent to the Human Resources Department for tracking purposes. The department head shall review with the employee, have it signed, and forward a copy to the Human Resources Department, to be place in the employee’s file. Within five (5) working days of issuance, the Human Resources Department should verify that the paperwork has been received. If not, the Human Resources

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Department with the department head, shall then take the agreed upon action with the employee.

Disciplinary Action

The following disciplinary procedure is to be observed in the application of this policy. Similar information pertaining to their responsibility as cashiers should be presented to each employee at the time they are issued their bank. They must sign this notification which is then filed with their **House Bank Agreement**.

- a. Unexplained overage/shortage of Baht100 or more:
 - i. First occurrence – Discussion with employee.
 - ii. Second occurrence - Removal from cash handling position if appropriate.
- b. Explained overage/shortage of baht100 or more:
 - i. First through fourth occurrences – Advice of overage/shortage.
 - ii. Fifth occurrence – Written communication and counseling with employee.
 - iii. Sixth occurrence – Removal from cash handling position if appropriate

Chief Accountant

Date

Financial Controller

Date

Director of Finance

Date