

<b>STANDARD OPERATING PROCEDURE</b>	<b>CODE: CB - 011</b>		<b>PAGE: 1 of 3</b>
	<b>EFFECTIVE:</b>		<b>UPDATE NO.:</b>
	<b>INITIATED BY: PRIMA CONSULTANT CO., LTD.</b>		<b>DEPT./SECTION:</b>
	<b>REVIEWED BY:</b>		
	<b>APPROVED BY:</b>		
	<b>SUBJECT:</b>	<b>GUEST PAID OUTS</b>	

**OBJECTIVE:**

To complete process of refund deposit to guest when check-out

**POLICY:**

To control amounts paid for guest paid outs. Credit balance refunds must be refunded in the same manner as guest charges are to be settled upon check in (ie, cash refunds for cash payments).

**PROCEDURE:**

1. In order for credit balances to be handled appropriately the Guest Service Agent must ensure that the payment by the guest made upon check-in has been recorded correctly on his/her folio (i.e. cash has been recorded as cash and credit card received for advance deposit has been recorded as credit card).
2. The Guest Service Agent will print a folio for the guest to review at check out.
3. After the guest is satisfied with the bill, a refund will be due to the guest If there is a credit balance on the folio.
4. If the guest is due a refund, has paid in cash upon check in, then a cash refund should be given to the guest and "paid out" transaction will be recorded in guest folio to balance folio upon check out . If guest had paid the advance deposit by credit card the amount to be refund by cash paid out would be amount left in folio less 5 % credit card collection charge the net amount to be paid to guest will be recorded as "paid out" and credit card collection charge will be recorded as other income. In the event that issuing a large cash refund will deplete the Guest Service Agent's float or funds, then the authorized persons such as Shift Supervisor/Assistant Room Division Manager / Room Division Manager or Manager on Duty firstly then Front Cashier able to issue cash advance to must handle the refund.
5. To refund cash to a guest:

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A . Complete a Paid Out voucher detailing the guest name, room number, amount and explanation of the paid out (credit balance refund). The voucher must be pre numbered.

B . Have the guest sign the Paid Out as acknowledgement of cash received and the Guest service agent must also sign to verify cash paid out.

C . Give the guest amount of the paid out from your cash drawer (only after A & B have been completed).

6. Post the paid out in the computer.
7. Print another folio detailing the paid out. Give the guest his/her copy and staple the other copy to the paid out voucher to send to Accounting Office.
8. The paid out is saved and to be included with the cashier report when the cashier closes his/her shift.
9. Paid outs must be approved by a Front Office Manager or supervisor.
10. Cash paid outs on a guest account to refund balance for credit card paid at check in are to be discharged unless pre approved credit card authorization has been received.
11. Other purpose of cash paid out to guest such as cash allowance for guest paying to taxi should be approved in advance by Manager on Duty.
12. Cash Advance from Credit Card are not allowed.
13. In case of the Advance Deposit was received by Accounting Department through cheque received or cash received or bank transferred the refund should be done by Account Payable through cheque payment only, paid out from front office float are prohibited.

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\_\_\_\_\_  
**Chief Accountant**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Financial Controller**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Director of Finance**

\_\_\_\_\_  
**Date**