	CODE: GR - 007		PAGE: 1 of 2
STANDARD OPERATING PROCEDURE	EFFECTIVE:		UPDATE NO.: 0
	INITIATED BY: PRIMA CONSULTANT CO., LTD.		DEPT./SECTION:
	REVIEWED BY:		
	APPROVED BY:		
	SUBJECT:		COMPLIMENTARY ROOMS

OBJECTIVE:

To create process of complimentary room internal control

POLICY:

All complimentary rooms, inclusive of those negotiated through sales contracts, are subject to final approval by the General Manager.

PROCEDURE:

1. All revenue-related complimentary sleeping rooms must be classified for statistical purposes as "Complimentary Rooms" and entered in the Property Management System as such. This classification includes room give-aways, familiarization trips, business promotions, etc which are provided at no cost in conjunction with hotel business but are provided with the ultimate objective of generating revenue. This excludes bonus nights which are provided under Wholesale or Group contracts, in which case they will be tracked in the corresponding market segment

2. The Financial Controller should review the Daily complimentary Rooms Report to ensure that the number of complimentary rooms negotiated through sales contracts are appropriate and do not exceed the allocated number of rooms.

3. Non-revenue related free rooms must be classified as "House Use" rooms and entered in the Property Management system as such. This classification includes rooms used by the Managers on Duty, and other in-house uses.

4. All complimentary and house use rooms must appear on a Daily Report summary which includes room number, guest name and explanation. The Financial Controller should review this summary of complimentary and non-revenue House Use rooms on a daily basis, making the General Manager aware of any misuse.

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_____   _____

Chief Accountant   **Date**

_____   _____

Financial Controller   **Date**

_____   _____

Director of Finance   **Date**