

	<b>RESOURCE LIBRARY - FRONT OFFICE</b> <b>Cashiering</b>	<i>CODE:</i> 03.03.006 <i>EDITION:</i> 1 <i>PAGE</i> 1 OF 4
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### ENCASHMENT OF FOREIGN CURRENCY

We accept Foreign Currency & Travelers Cheques but we do not accept Bank Drafts, Personal Cheques & Foreign Cheques.

- a. We cash-in foreign currency only for resident guests. This is limited up to US\$ 150.00 & Euro 100.00 (for payment of hotel bills it is not applicable).
- b. With the approval of GM, FC, ACA, RDM/FOM & LM we could en cash money for the non-resident guest. (Please get the encashment voucher signed by the person who authorized it)
- c. All buying currencies are on receipt control. The guest who wants to cash in foreign currency has to give the exact amount. Eg: If a guest has US\$ 100.00 and wants to change only US\$ 50.00 within the US\$ 100.00, in which case FOC's cannot change US\$ 50.00 out of the US\$ 100.00 as FOC's do not operate with foreign currency float

When changing foreign currency for a guest, the following procedure should be adopted:

1. Write the date on the foreign currency exchange voucher.
2. Ask the guest for his/ her room number
3. Ask him for his passport. (for Air crew members, ID card is acceptable)
4. Filling in the guest's name, passport number, nationality and room number in the appropriate column
5. Write the amount in foreign currency in the appropriate column then write the type of currency, then the conversion rate, and the amount in Sri Lanaka Rupees and put your initials.
6. Ask the guest to sign the voucher

**NOTE:** In the case of Travelers Cheques, the signature must be the same as the signature on the Travelers Cheques.

7. If it is a Travelers Cheque, write the number of the TC and the denomination – ie: if there is a US\$ 100.00 TC in US\$ 100.00 notes, write 10x10 and the name of the bank. If it is in cash – dollars (US) and if the notes are twenty or bigger denominations, write the numbers of the notes and the denomination. If it is some other foreign currency or if it is in US\$ less than 20 denomination, then you need not write the number of the note, just write the denomination only.
8. If, in case a guest is cashing in the travelers cheque, he or she must sign the travelers cheque in front of the FOC concerned.

**NOTE:**

Both signatures must tally in case of a TC, and also please note to tally the signature on the foreign currency voucher and passport with travelers cheque signature. If the signature is not the same, please request guest to sign the reverse side of the TC's. If guest has already signed the TC's (not in your

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presence) please ask him to sign again in your presence. If the signature is the same as the original signature and tallies with his/her passport signature, you could cash the TC's.

9. Pin or clip the duplicate copy and the foreign currency note or travelers cheque and put it in your cash drawer. The triplicate copy remains in the box.

**NOTE:** Sample of the foreign currency voucher to be attached

10. Currencies we do not accept:

1.	Indian Rupees	8.	-----
2.	Thai Bhat	9.	-----
3.	Maldivian Rupees	10.	-----
4.	-----	11.	-----
5.	-----	12.	-----
6.	-----	13.	-----
7.	-----	14.	-----

**NOTE:** Since there are a lot of forged US\$ Notes, please be extra careful when changing them. A UV light is recommended for determination of watermarks etc. (all currencies) and some banks provide special markers assisting the cashier in determining the authenticity of the currency.

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### CHECK-LIST FOR FRONT OFFICE CASHIERS

#### On check-out

1. Pay prompt attention.
  - a. Find room number and view folio, if AP transfer is necessary, do same.
  - b. Get print out of folio which is to be settled by guest now
2. Whilst the folio is being printed, inform following:
 

Mini Bar	- Ext. 1111
Floor Supervisor	- Ext. 1112
Concierge Bell section	- Ext. 1113 (if assistance required)
3. Immediately view comments, if any, on folio.
  - a. May be that guest is using a safety deposit box, if not cleared, remind him to do so.
  - b. May be he is entitled for discounts, etc., ensure that they have been granted
4. Give folio to guest, check with him too re. Mini Bar, Last Bill signed, etc.
5. View/ Check other folios, if any, properly – Room, Meals, etc.  
 E.g.:
  - a. Meal charges may have been posted to other folios
  - b. Room folio might highlight that the guest has stayed beyond the voucher validity period. If so, room charges for extra days should be collected directly from guest.
  - c. Extras may have been posted to meals folio. These need to be transferred and collected from guest.
6. Once folio is given to guest, you will have to respond to his/ her queries. Please note, in case you face any problems at this stage, immediately call Lobby Manager for assistance.
7. If guest is to settle bill by Credit card, before writing amount, ***just go one step further to find out whether he/she is having cash for taxi charges, Airport tax, etc.*** This will create a very favorable impression of you.
8. For Group Check-outs, using group departure report, have all the individual extra folios printed and ready to avoid any delay at the count. For FIT's, this could be done with the help of the computer printout for due check-outs for that day.

#### GENERAL

1. If a guest is checking-out prior to the scheduled date of departure, please inform LM or GRO on duty to enable them to ascertain reasons for such early departure. Enter details in the register.
2. If a guest informs of his/ her check-out in advance, view folio immediately. If the amount due is high, find out from guest the payment mode (ie: Cash, type of Credit Card, etc). If payment is by Credit Card, compare folio balance with floor limit and obtain approval code, if necessary.

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3. All paid-out vouchers should be authorized by LM before cash is paid out. However, where the guest is long staying and well known, cash may be paid before it is authorized but ensure that you keep LM informed and his/ her authorization obtained before end of shift
4. When cash paid-outs are made against credit balances, you should ensure that no paid-outs are made against advance deposits accepted from walk-ins
5. Cash Basis Guests – Please ensure that no charges are posted to folios of these guests. If you either receive a charge or happen to notice that charges have been posted, inform the LM on duty and make a log entry to this effect. As and when possible, do a random check of the cash basis folios to identify those folios which carry charges
6. Cashiers are reminded that Foreign Exchange Vouchers should be duly completed with date, time, serial number of Notes/ TC's, etc. If the encashment exceeds US\$ 100.- or you have any suspicion inform LM and get his/ her authorization