

	<b>RESOURCE LIBRARY - FRONT OFFICE</b> <b>Cashiering - Rebates</b>	<b>CODE:</b> 03.03.055
		<b>EDITION:</b> 1
		<b>PAGE</b> 1 OF 1

## INTRODUCTION:

To specify the procedure to be followed by all Bavaria Hotels International properties with regard to rebates.

This policy applies to the Front Office and Accounts Departments. Management must ensure that all relevant guest contact staff is aware of the requirements and procedures outlined in this policy.

## POLICY:

1. Pre-numbered rebate vouchers should always be used with a separate voucher raised for each rebate given.
2. Vouchers should be completed by the Front Office Cashier concerned and must indicate the amount rebated, guest account name and number and the specific reason for the rebate. Supporting documents where applicable, should be attached to the voucher.
3. Cashiers must be empowered, trained and encouraged to make on the spot decisions with regard to rebates for amounts below US\$15 as this will speed up the service to the guest, increase overall efficiency and repeat business. The Front Office Manager must counter-sign all such rebates before the close of the shift and ensure this policy is not being abused.
4. For amounts exceeding US\$15 the voucher should be approved by the Front Office Manager, Assistant front Office Manager or Duty manager before the rebate is processed.
5. Rebate vouchers should be passed to the Accounts department daily. A summary voucher should be attached to the daily vouchers and a posting journal prepared to allocate the rebates to the relevant departments.
6. Every day the accounting office shall examine each voucher to ensure that proper signatures have been obtained, supporting documentation is attached, adequate explanation has been given and the correct account distribution codes have been stated.
7. City Ledger rebates should be completed by the Credit/Accounts receivable section. The initiator must sign the voucher and the applicable Department Head must approve the voucher prior to the rebate being made.
8. Front Office Managers must be constantly vigilant with regard to rebates by comparing monthly rebate totals against previous months and investigate large variances, adverse trends or unusual items.