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Objective 目的

To ensure that room revenue is properly accounted and rebates are given only for genuine reasons.

确保正确核算房费收入及收入冲减的合理性

Policy 政策

1. POSTING OF ROOM CHARGE房费过账

- Regardless the rate packaging, all inclusive elements such as surcharge charge, tax, breakfast, welcome drink, etc. should be taken out in the gross Room Charge. Then the Room Charge should be posted to the guests account.
不管是包价房费还是其他房费，如含服务费、税费、早餐、欢迎饮料等，都应该从房费里把这些收费分出来，再把剩余的房费加入房账
- Apart from day used rooms, all room charges will be posted separately with surcharge and tax by PMS during the Day End Closing. Day rates could be entered into the guest account handled by the Cashier upon guest check-out. Consequently this transaction should be supported by a “Day Rate Slip” issued by the Front Office.
除日用房外，每晚日结时PMS会自动将房费与服务费及税费分开入账。日用房房费由前台接待在客人退房时根据开具的“日用房单”入到客账，并将此作为日用房入账的凭证


2. DAY USE, LATE CHECK OUT & EARLY CHECK IN日用房、延迟退房及提前入住

The followings activities will be defined as Day Use, Late Check Out and Early Check In:

以下为日用房、延迟退房及提前入住的定义

- Day Use:** only for new guest (means non in-house guest) if stay hotel within 6 hours.
日用房：仅对新入住的客人（非已在店客人）在酒店住宿6小时以内的
- Late Check Out:** only for in-house guests, late check-out can be only given within 6 hours. (12:00pm – 6:00pm).
延迟退房：仅对在店客人，延迟退房仅于6小时内提供及中午12:00至晚上6点间
- Early Check-in:** guest after day end close and before 6:00am check in.
提前入住：客人于系统日结后早上6点前办理入住的
- When handling such check-out, the Front Office/ Guest Service Agent should inform the Assistant Manager for confirmation of charge of day use. By then the Assistant Manager should determine to charge or not.
处理此类退房时，前台员工应通知大堂副理来确认该日用房是否收费及收费金额
- A Day Rate Slip in triplicate copies will be opened by the Assistant Manager and forwarded to the Front Office Guest Service Agent for posting to the guest account. However, the guest should be informed and to confirm such charge by him/ her. The distributions of the Day Rate Slip will be as follows.
大堂副理应填写一份一式三联的日用房单，并交给前台接待入账，但必须告知客人并让客人确认他/她的此项收费。日用房单按如下分发：

⇒ 1st Copy - To be retained by guest 第一联由客人保留


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- ⇒ 2nd Copy - To be kept in guest folio 第二联存入客人账单
- ⇒ 3rd Copy - To be submitted to Income Auditor 第三联交由收入审计

- Normally, it should be a routine procedure that the Due-Out rooms to be called, practically before 12:00 by the Reception staff for confirmation of check-out time or extension of stay. When it is done, the Assistant Manager should determine whether the charge will be and regardless the decision, Day Rate Slip for each late check-out room should be opened.
一般情况下, 由前台接待在中午12点前与预计当天退房的客人确认退房时间或是否需续住, 然后由大堂副理决定是否收取客人费用, 并为每个延迟退房的房间开具日用房单
- A separate department key in the Hotel System namely “Day Use Rate” should be built in order to segregate the transactions from the regular Room Charge.
为了和正常的房费收入分开, 将在酒店管理系统中为“日用房费”设立单独的入账代码
- Day use room should be counted as one room night in computation of occupancy.
日用房将作为一个房晚计算酒店住房率

3. **COMPLEMENTARY 免费房**

- Any free room granted for business will be defined as Complimentary and should be subject to General Manager’s prior approval or Director of Finance and Controlling in his absence.
任何为了酒店业务而同意免费的房间被定义为免费房, 使用免费房必须事先得到总经理的批准, 总经理不在时由财务总监批准
- A Complimentary Room Request in triplicate copies should be raised by the requesting person and forward to the General Manager for approval. The distributions of the Complimentary Room Request will be as follows.
申请人应填写一式三联的免费房申请表并呈给总经理批准。免费房申请表应按如下方式分发
 - ⇒ 1st Copy - To be forwarded to Front Office 第一联交给前厅部
 - ⇒ 2nd Copy - To be forwarded to Reservation Dept 第二联交给预订部
 - ⇒ 3rd Copy - To be retained by the Income Auditor 第三联由收入审计保留
- For group complimentary, the Request could be exempted but it should be written in the Group Order prepared by the Sales Department. The Income Auditor should verify daily on the accuracy of the rooms granted against the Sales Contracts / Agreements made. Any discrepancy found should be reported to Director of Finance and Controlling and General Manager.
如果是团队免费房则可免除申请, 但应该由销售部提前在团队预订单上注明。收入审计应每天根据销售合同和协议来检查免费房数的准确性, 任何差异应报告财务总监和总经理
- The approved Request will be forwarded to the Reservation Department for reservation. Upon guest arrival, the original copy of the Request will be attached with the Guest Registration Card, Consecutively the 3rd copy will be forwarded to the Income Auditor for verification against the Complimentary Room Report.
已批准的免费房申请单应转交至预订部, 在客人抵店时第一联和客人的入住登记卡存放在一起, 第三联转给收入审计, 收入审计根据免费房报表来检查免费房

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4. ROOM REBATE 房费减免

- Any dispute or discount on room charge due to carelessness, guest complaint and other reasons, the Room Rebate Voucher should be raised with the following information.

由于工作失误引起任何争议或无论何原因引起客人投诉给予折扣的房费，冲减单必须包含以下内容：

- Date of rebate 冲减日期
- Room number 房号
- Guest name 客人姓名
- Reasons of rebate 冲减原因
- Period incurred 发生的期间
- Deduction amount entered separately for room, surcharge and tax 房费、服务费和税费应分开冲减

- The following designated personnel are authorized to approve Rebates in accordance with their approval limits

以下是获权批准冲减的人员及其权限

DESIGNATION 指定人员

APPROVAL LIMIT 批准权限

General Manager 总经理	}	RMB500&above 人民币500元及以上
Executive Assistant Manager (RM) 行政副总（分管客房		
Director of Finance 财务总监		
Front Office Manager 前厅经理	}	RMB 500 & below 人民币500元及以下
Manager on Duty 行政值班经理		
Duty Manager 值班经理	}	RMB200 & below 人民币200元及以下
Front Desk Supervisor 前台主管		

- For ease of operation, rebates exceeding the respective limits can be initially approved only by the Manager on duty / Front Office Manager at Front Office and thereafter countersigned by the appropriate personnel mentioned above.

特殊情况下为了方便运作，超权限的冲减可先由行政值班经理或前厅经理批准，随后再由指定的审批人加批

- The Income Auditor will review the Rebate Voucher on the next working day. After being checked, it will be forwarded to the Director of Finance and Controlling and General Manager for further approval.

收入审计在第二天检查后将冲减单交给财务总监和总经理进一步批准