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## Objective 目的

Mini Bar Par Stock: Par Stock level should be set up in every floor in a specially made cabinet with lock and controlled by the Floor Supervisor. The Par is to be replenished on a weekly basis.

迷你吧的标准库存：每个楼层都应建立迷你吧的标准库存并存放于上锁的专用橱柜内，有楼层主管控制并每周补仓

## Policy 政策

- The Room Attendants have to check the guest's consumption every morning while making up the room.  
客房服务员每天早上打扫房间时，都应检查客人迷你吧的消费情况
- The Room Attendant is responsible to complete the Mini Bar Vouchers and Mini-Bar Check List immediately (if hotel's Call Accounting System has Mini Bar input function, the Attendant also needs input consumption items to PMS through the telephone system).  
客房服务员负责填写迷你吧消费单据及记录迷你吧检查清单（如果酒店的电话计费系统支持电话入账，那么服务员还应按操作要求通过客房电话将客人迷你吧消费输入到PMS中
- To forward the Mini Bar Voucher to the Housekeeping Clerk for justification with guests. After being batched together at the end of shift the Housekeeping Clerk will forward the 3rd copy of the Mini Bar Voucher to Front Office/ Service Agent to insert the voucher into the Guest folder.  
客房服务员应在下班时，将本班次开具的迷你吧消费单据交予客房部文员，客房部文员应将收集到的迷你吧消费单据第三联交予前台接待员放入客人账袋内
- The Room Attendant should pass the Mini-Bar Check List to the Supervisor at the end of shift for replenishment of stock.  
客房服务员应于换班时将检查清单交予主管以作补仓用
- After replenishment, copy of the Mini Bar Check Lists should then be passed to the Night Guest Service Agent for reconciling with the computer. Any discrepancy with the Vouchers should then be adjusted in the Guest Ledger.  
补仓完后，迷你吧检查清单副本应交予夜审与系统核对。任何差异都应在客账中进行调整
- After the verification by the Night Auditor, Guest Service Agent and the Income Auditor, all the Mini Bar Check Lists are then passed to the Cost Controller.  
经夜审及收入审计审核后，所有迷你吧检查清单应交予成本控制部
- On a weekly basis, a summary should be prepared by the Cost Controller, which is verified against the Beverage Requisition prepared by the Housekeeping for replenishing the Floor Supervisor's cabinets.  
成本控制应每周准备一次汇总表，该汇总表应已与管家部为补仓而填写的酒水申请单进行核对

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- The Cost Controller checking the Mini Bar Check list will prepare a Potential Sales analysis. Any major discrepancy with actual sale should be immediately investigated.  
 成本控制应根据迷你吧检查清单制作潜在销售分析报告。任何与实际销售存在差异的应即刻进行调查
- Usually, an Expected Check - Out List can be generated in the Property Management System by the Housekeeping Department. The Room Attendant should check the Mini Bars of these expected checkout rooms first to avoid loss.  
 通常，客房部应使用PMS打印一份预计退房报表。客房服务员应先检查即将结账的房间的迷你吧，以避免逃账
- Upon the guest check out, the Guest Service Agent should immediately inform the Room Attendant for Mini Bar check. In addition, the Front Office should also ask the guests if they have consumed the Mini Bar. Most of the times, the guest's words are taken in good faith. The quantities of the Mini Bar consumed as stated by the guest can usually be taken for granted and a Mini Bar Voucher can be prepared at the Guest Service Agent and posted to the folio accordingly. This would smooth the check out process.  
 客人退房时，前台接待应马上通知客房服务员检查迷你吧。另外，前台接待应询问客人是否消费过迷你吧，大部分情况下，客人的话是诚实的，客人通常能准确地说出迷你吧消费的数量，前台接待应出具迷你吧消费单据并附于客人账单上。这将使退房程序顺利进行
- Should it come to a late charge of a guest's credit card, the Account Receivable Supervisor has to attend the Guest's folio and inform the guest in writing of the late charge to avoid any future dispute with guests or the Credit Card Company.  
 若需对信用卡客人追收迷你吧逃账，应收主管应查看客人账单，并书面通知客人原因，以避免将来可能引起的与客人或信用卡公司的纠纷