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Objective 目的

In order to minimize exposure to loss resulting from excessive balance on guest accounts, advance deposits will be requested for during check-in, room reservations, and banquet functions.

为了最小化因客人的过度消费而遭受损失的风险，预付押金一般在客人入住、房间预订及宴会使用时收取。

Policy 程序

- **Check-in:** Deposits received through cash payment, company cheque or Credit Card authorization.
入住：押金一般通过现金、公司支票或信用卡预授权进行收取。
- **Room Reservation:** Deposits received through cash, company cheque and bank remittance.
客房预订：押金收取方式一般为现金、公司支票及银行汇款。
- **Banquet Function:** Deposits received through cash payment, company cheque and bank remittance.
宴会：押金收取方式一般为现金、公司支票及银行汇款。

CHECK-IN 入住

- All RMB cash deposits or company cheque deposits placed by guests should be recorded on the guest folio. A copy of the Deposit Receipt should be printed out from hotel system and given to the guest.
所有人民币现金或公司支票收取的押金必须录入客人的账单，并从酒店系统中将该押金收据打印出来交予客人。
- Upon check-out the guest should return the Deposit Receipt to Front Office Guest Service Agent, and any credit balance will refund to the guest by paid out in the front office if the deposit was paid by cash; If the deposit was paid by cheque, the refund should be done by Accounts Receivable though the cheque.
客人退房结账时需出示该押金收据给前台接待，如果该押金为现金且有余额则由前台接待退还客人，如果该押金为支票则由应收部通过支票的形式退换客人。
- The cash paid out voucher must be signed by both the guest and Front Office Guest Service Agent.
现金支出单据必须由客人及前厅接待共同签署。
- All US Dollars cash deposits paid by guests should be supported by deposit receipt issued by the hotel. The US Dollars Cash Deposits will be then given to AM which kept in the safe. Upon guest check out, full US Dollars amount will be refunded to guest, Front Office Guest Service Agent must get back the deposit receipt from the guest and stamp “PAID” on the deposit receipt.
客人所交的所有美元现金应出具酒店的发放的押金单。这些美金押金将由大堂副理保存在保险箱内，待客人退房结账时，所有美金押金将退还客人，在退还时前台接待员必须收回押金单并在押金单上盖上“付讫”章。
- The deposit receipt will then be attached to the Check-out folio and submitted to Finance Department. If guest want to use US Dollars settle the folio, the Front Office Guest Service Agent should exchange US Dollars to RMB according to the “Foreign Exchange Procedure”, then allow the guest settle the folio by RMB.

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押金单将附在退房结账单上一并交给财务部。如果客人想用所交押金的美元来结账，则前厅接待应按外币兑换程序将美元兑换成人民币后，再用人民币结账。

- Deposits which guarantee by credit card authorization, front office staff should obtain credit card adequate amount of authorization from bank through EDC machine or telephone and attach to the guest registration card. Credit Card sales will not be entered into the EDC machine. Upon guest Check-out, do an OFFLINE Posting for amount authorized.

信用卡授权作押金的，前厅接待应通过电话或EDC机获取足够的预授权，该预授权单将附在宾客入住登记卡上。信用卡消费将不会录入到EDC机。待客人退房时，在该笔预授权上作离线完成。

Example举例:

Authorized Amount	授权金额	RMB3,000	人民币3000元
Total folio amount upon Check-out	退房时账单显示金额	RMB3,200	人民币3200元

Upon Check-Out: Do an OFFLINE posting of the total amount RMB 3,000 and do a sales posting of the balance RMB 200.

退房时：做一笔总额人民币3000元的预授权完成然后再做一笔人民币200元的信用卡消费。

- Write down the Authorized Code on the Credit Card Imprint

在信用卡压印单上写下预授权码

(Both Credit Card imprints must sign by guest)

(信用卡预授权单及信用卡压印单上均需客人签字确认)

(Usually the bank can only be charged 15% more than the authorized amount. In this case maximum offline posting can be 3,450. Therefore, front office staff will inform the guest to add deposit amount when the deposit cannot cover that day room charge.)

(通常情况下，银行只允许多完成预授权金额的15%。这种情况下，离线完成可完成金额人民币3450元。因此，如多完成15%的金额后仍不够支付当天房费时前厅接待将告知客人需续交押金)

(Usually the deposit amount is 1.5*room charge*days intends to stay)

(通常押金的收取金额是1.5*房价*预住天数)

- Or cancel the Authorized amount which got upon check in and do a sales posting of the total amount RMB3200

或者取消入住时获取的预授权，然后做一笔总额人民币3200元的信用卡消费。

Example例子:

Authorized Amount	预授权金额	RMB3,000	人民币3000元
Total folio amount upon Check-out	退房时账单显示金额	RMB2,000	人民币2000元

Upon Check-Out: Just do an OFFLINE POSTING of RMB2,000.

退房时：只需做一笔金额人民币2000元的预授权完成。

Total amount of deposits should received from the guest will base on the following:

押金应收取的总额如下：

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Room Charge / Per day 房费/每天	=A(e.g. 800.00) usually 800*1.5=1,200 for deposit =A (例800) 800*1.5=1200 (押金)
Incidental Charges / Per day 杂费/每天	=B(e.g. 300.00) =B (例300)
Deposits Amount 押金收取总额	=(1,200+300) x No of days intends to stay =(1200+300) *预计入住天数

- Flexibility to be extended for regular guests and for guests who stay more than 7 days
可灵活运用于一般客人及入住超过7天以上的客人。

ROOM RESERVATION ADVANCE DEPOSIT客房预订预收押金

- An advance deposit can be done through payment in the form of a cash, cheque, bank draft, bank transfer, travel agent, direct mail.
押金的收取可通过现金、支票、银行汇票、银行转账、旅行社及直接邮寄的方式。
- Advance deposits will be posted and deposited immediately upon receipt.
预收押金在收到时应立即被告知并储存好。
- An advance deposit if done by cash, cheque and also for this deposit has reservation, Front Office staff will key the amount direct into the reservation; If does not has a reservation, they will key the amount into Permanent Folio "Room Advance Deposit". (Upon the guest check-in, the Front Office Guest Service Agent should apply the advance deposit into the guest account from PF by the Deposit Transfer Voucher.) The Cash / Cheque should be put in the remittance envelope and dropped in the safe.
如果押金是现金或支票收取的，并且该押金有预订，则前台接待会将相应的押金数额直接录入到相应的预订中；如果该押金无预订，则前台接待会将这笔押金录入到永久账号“房间预收押金”中。（当客人入住时，前台接待会填写押金转账凭证以申请从永久账号中将该押金转账至该客人的账户）。该现金或支票应放进投款袋并投进投款箱中。
- An advance deposit if done by bank draft, bank transfer, travel agent, direct mail, the General Cashier will give a list of deposits received through the various sources, with details of name of guest/company, amount received in equivalent to the local currency(if amount is received as foreign currency) and submit it to Credit Office.
如果押金是通过银行汇票、银行转账、旅行社代理及直接邮寄的方式获得，总出纳会列出押金收取不同来源的清单，其上详细注明客人或公司的名称、收到的相当于当地货币的金额（如果收到的是外币）并将其交由信贷部办公室。
Credit Officer will verify all records on that list and write down the reservation number (if has reservation) by each transaction, for that dose not has reservation, after she/he checked with S&M department should inform the Reservation department to key the respective information into the system to make the reservation.
信贷主管应审核所有清单上的记录并在每项交易上写下其预定号（如果有预订的话），对于那些没有预定的，待信用主管与销售部确认后通知预订部将独立的预订做进系统。

- Then according the list which was prepared by Credit Officer, Front Office Guest Service Agent will use payment code “Check” to key in the amount of deposit received for each individual into the related reservation accordingly. A daily report of these inputs will be counter-checked by the Income Auditor to ensure that it tallies with the General Cashier’s Report for the day.
然后根据信贷主管编制的清单，前厅接待会用代码“检查”将该押金录入到相应的各自独立的预订中。关于此项录入数据的日报表将由收入审计反复检查以确保其与总出纳当天的报表一致。
- If a guest checks-in earlier or later than reserved, it is only the Front Office Manager or Duty Manager can authorize the utilization of the advance deposit after verifying and certifying the correctness of the guest name.
如果客人比预订的时间提前或推后入住时，只有前厅经理或值班经理有权在核实并证明客人名字无误时使用该笔预付押金。
- The Income Auditor will have to verify the utilization report daily to ensure that they are proper and correctly applied.
收入审计必须审核预收押金使用日报表以确保那些押金使用得当。
- At the end of each month, the amount matured and not utilized will be transferred to the back office for recording purposes. A detailed listing of name of guest, date of payment received, stay duration and amount must be listed individually and must reconcile to the General Ledger Control Accounts.
每月月末，押金已到期但仍未使用的将转至后台并记录用途。一份详细清单上必须分别记录有客人姓名、押金收到日期、停留时间及金额且该清单必须与总账中的记录相一致。

BANQUETING FUNCTION 宴会

- For the deposit received through cash or cheque payment, the Banquet Sales staff should bring the guest go to front desk to pay the deposit; Front Office Guest Service Agent should input the deposit amount and booking information into the proper Banquet DepositRoom. (PQ) according the Event Order, and issue deposit receipt to guest. And the deposit will drop in the safe by Front Office/ Guest Service Agent.
如果押金通过现金或支票收取，宴会销售员应将客人引领到前台并让客人在前台交押金；前台接待应将做好相应的预订信息并将押金录入到该预订的账号内。（PQ）根据宴会订单，然后将押金收据发放给客人。然后该押金会由前台接待投入投款箱。
- According the Event Order, the outlet cashiers will settle the bill to the appoint PQ No.; And the bill will pass to Front Office;
根据宴会订单，餐厅收银员将根据指定的PQ单号结账，然后该账单将交给前厅部。

When the function is finished , the Banquet Sales Staff should bring the guest go to front desk to settle his bill; And the Front Office Guest Service Agent should request the guest to return the deposit receipt, The balance will be settled by cash or cheque at Front Desk.

当会议结束时，宴会销售员将引领客人到前台结账，前台员工将要求客人出示押金单并收回，余款将在前台以现金或支票结算。

- If the client is staying in the hotel, the deposit and charges will be posted to his designated room folio and the room number will be showed in the Event Order.
如果该客人是住店的，则其押金及消费将录入到其指定的房间账号中，且该房号将在宴会订单上显示。

- Credit can be extended to client without credit account on recommendation of the DOSM/F&B Operation Manager and with the approval of the Director of Finance & Controlling and the General Manager. And all approved credit arrangements require full payment within seven (7) days since the function finished.
在销售总监或餐饮运营经理的推荐下并经过财务总监及总经理的批准，客人也可以在未付押金的前提下使用。且所有获批准可信贷的客人需要在宴会结束时7天内结清全部费用。
- All accounts without prior credit arrangement are required to be settled at the end of the function by way of credit card, cash or company cheque.
所有未事先获得批准信贷的需要在宴会结束时通过信用卡、现金或公司支票进行结账。
- The hotel Financial Controller and Director of Finance & Controlling should review the monthly guest deposit record, ensuring they are not retained beyond sixty (60) days past the expected arrival date. Any unapplied advance deposit should immediately investigate and follow up.
酒店财务运营副总监和财务总监应复核宾客押金月记录表，以确保这些记录不包括那些在预期抵店60天后的。任何未被使用的预收押金应立即进行调查并跟进。