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OBJECTIVE目的:

- To specify the procedure to be followed by all XYZ Hotels with regard to Rebates.
明确店关于扣减的流程。


APPLICATION应用:

This policy applies to the Front Office and Finance Department.
此项制度应用于前厅部以及财务部。

Management must ensure that all relevant guest contact staff is aware of the requirements and procedures outlined in this policy.
管理层要确认所有跟顾客联系的相关员工都有所了解此要求和流程。

STATEMENT OF POLICY规则声明:

- Pre-numbered Rebate Vouchers should always be used with a separate voucher raised for each rebate given.
连续编号的扣减单应该每一次使用一张。
- Vouchers should be completed by the Front Office Cashier concerned and must indicate the amount rebated, guest account name/number and the specific reason for the rebate. Supporting documents where applicable, should be attached to the voucher.
减扣单应该由前厅部收银员填写，必须要注明减扣金额，顾客账户姓名/号码和详细的减扣原因。支持的文件应该附在补回减扣单的后面。
- Management should ensure that Cashiers are empowered, trained and encouraged to make on the spot decisions with regard to rebates for amounts below CNY100 (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.
管理层应该确保收银员被授权，培训以及鼓励来确认补回小于金额人民币100元整(15美元整)的减扣，这样可以加速对顾客的服务，提高总体的工作效率和忠实顾客。前厅部经理在一班岗结束前必须对所有这样的补回折扣签字。
- For amounts exceeding CNY100 (US\$ 15) the voucher should be approved by the Front Office Manager, Assistant Front Office Manager or Duty Manager before the rebate is processed.
对于金额超过人民币100元整(15美元整)的减扣单在操作前应该首先被前厅部经理，前厅副经理或值班经理确认。
- Rebate vouchers should be passed to the Finance 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.
减扣单应该每日送往财务部。一份汇总单应该附在每日减扣单折后，并且将减扣值的会计分录做到其对应的部门。

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6. Every day the Director of Finance and Controlling should 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.
 每一天财务总监应该在签字前核查每一笔减扣单，查看是否有支持的附件，以及合理的解释和正确的账目分配编码。
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.
 减扣应该在应收账款环节完成。发起者必须签署扣减单并且部门经理必须在操作扣减前批准此减扣。
8. General Managers must be constantly vigilant with regard to rebates by comparing monthly rebate totals against previous months and investigating large variances, adverse trends or unusual items.
 总经理必须不断得检查减扣事项，可以通过比对月减扣总额和前一个月减扣总额，对于相差较大的，不利趋势或者不寻常项目要进行进一步调查。
9. All hotels must implement a Front Office Cashiers Allowance whereby the equivalent of CNY350 (US\$ 50)per month will be paid to each Cashier. This is to compensate for the fact that such employees are personally charged for any cash shortages they incur during their shift.
 所有的酒店必须执行一个前台收银员限额，每个月每个收银员有人民币350元整(50美元整)的额度。如果出现任何短款现象则要在当班的员工工资中扣除对应的金额。