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PURPOSE 目的

This policy is intended primarily to provide a ready reference as a precaution to frequent loss of cashiering personnel's funds due to acts of carelessness in handling cash (Guest Service Agents, F&B Cashiers, etc) and the inadequacy of protective measures taken by the hotel.

由于持有现金的员工（宾客服务员、餐厅收银等）的粗心大意和酒店制订的保护措施不力造成员工持有现金频繁丢失，此程序为其预防措施提供了参考意见。

POLICY 程序

1. HANDLING CASH现金处理

All employees assigned to be cashiering personnel position must be fully instructed of the policy in the discharge of their duties and responsibilities. Detailed procedures are outlined separately for each job category. When explaining the procedures to the cashiering personnel, the following basic instructions must also be impressed on the cashiering personnel. Such impression should be renewed at least each six months.

所有员工被分配到收银岗位时，必须全面向他们介绍履行工作职责的责任和义务；分别详述每个部门的程序细节；当在给收银员解释这些程序时；收银员应给予如下基本指导，该指导需至少每6个月重复强调一次。

- The cash drawer should never be left unattended, even for a short period of time, unless it is locked first. (There have been cases where cash has disappeared from an unlocked drawer when the cashiering personnel has momentarily moved by a few feet away.)
收银机钱柜决不可显露在无人看管的情况下，即使是很短的时间，除非是已经锁上的。（曾经有过案例就是收银员离开收银机柜几步远的距离，收银柜里的钱就丢失了。）
- Cash should never be left lying outside of the cash drawer, unless it is unavoidably for a very short period of time. Loose cash is always a great temptation to passer-by. Frequent losses have been encountered due to cashiering personnel not heeding to the rule.
除非是在非常短的时间内并且是迫不得已的情况下，否则现金决不能放在钱柜外面。散放在外面的现金对于过路者来说是个很大的诱惑。频繁发生的丢失总是由于收银员没有按照规定执行而造成的。
- When cash is on the counter for any reason, the cashiering personnel should let nothing distract her attention until it is removed. Losses have occurred in such cases when the cashiering personnel simply turned her back to answer the telephone.
无论何原因，当现金放在柜台时，收银员应该专心看管直至这些现金被取走，不要让其他事分散其注意力。有时收银员只是转过身去接个电话的空档，现金就已经丢失了。
- The amount of cash kept in the cash drawer should be maintained at the absolute minimum level required. The cashiering personnel should keep any cash from his fund which he feels will not be required in his Cash Deposit Box. In this way, the excess cash is available if required, but in a safe place than the cash drawer.
存放在钱柜中的现金应维持在最低现金需求量即可。收银员不应该在钱柜中保留任何其认为在当天班次中不需要的现金。这样，这些备用的闲置额外现金，应该存放在比钱柜更安全的地方。
- Losses from robberies and disappearances of cash would have been less if the amount of funds in the cash drawer were kept at a minimum level. This procedure is particularly applicable during the 'slow' hours of activity when generally there is a minimum number of people around and a resulting maximum risk.

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如果存放在钱柜中的现金总额保持在一个最低限量水平，那么，由于盗窃和遗失造成的现金损失将会减少。这个操作程序特别适用于客人很少的情况，一般情况下周围的人越少越存在较大风险。

- Whenever possible, only one person should have access to any cash fund. The chances of losses increase greatly when more than one person has access to a fund. Many losses have occurred where more than one employee had access to a cash fund or a vault. In most of these cases, it has been impossible to determine how the money disappeared even after extensive investigation.
只要可能，只允许一个人可以接触到备用金。当有多于一人可拿到备用时会增大遗失的风险。多数备用金的遗失是在多于一个员工可接触到备用金或钱箱时发生。在多数这种情况下，即使经过了后续调查仍然无法确定遗失的金额到底有多少。
- When receiving payments directly from guests in cash, the cashiering personnel should never place the currency given by the guest in his cash drawer until the transaction is completed. This practice will prevent any misunderstanding or arguments over the correctness of the change given, or over the denomination of currency tendered in payment. The cash should ideally be placed within sight of the guest but out of his reach. After completing the transaction, the cashiering personnel should place the cash in his cash drawer before serving the next guest.
当客人直接付现时，在交易完成前收银员决不能将客人给的钱放进钱柜；这样会避免一些对于找零正确与否、或支付钱币面额的误解或争执。收到的现金应该摆放在客人视线范围内但不能被他接触到的地方；完成本交易后，收银员应该在服务下一位客人之前把钱放入钱柜。
- When cashiering personnel encounters a guest who makes numerous changes about denominations, currencies, etc., he should stop and take back all of his funds and start over again slowly each time the person requests a change.
当收银员遇到客人需要兑换很多种零钱（硬币、纸币等）时，他应该停下手头工作并收回台上所有的现金，然后开始慢慢的分次为客人兑换不同的零钱。
- The cashiering personnel should count his cash only in a protected area and never where or when strangers are passing by. Doors should always be locked.
收银员只能在安全区域清点他的现金，在此期间不允许无关人士经过，并且门应该一直锁上。
- When carrying his envelope of receipts to the depository, the cashiering personnel should proceed directly to the depository, making no detours on the way. In addition, when the envelope is deposited, both the cashiering personnel and the witness should ensure that it drops properly into the depository, and does not become lodged in the receiving slot or mechanism.
当收银员携带投款袋进入投放处时，应直接前往，不要在中途耽搁；此外，在投款时，收银员和证明人应一起确保投款袋已经正确投入钱箱，并需避免投款袋卡在钱箱的投放口处。

SITUATIONS TO BE AVOIDED 应避免的状况

- Losses have occurred when the cashiering personnel ran an errand on his to the depository and inadvertently left the envelope on a desk.
遗失时常发生在，当收银员携带投款袋前往存放处时，又同时处理别的事情而不小心把信封留在某处的桌子上。
- Losses have also occurred when the cashiering personnel's envelope got stuck in the mechanism, enabling another person to reach it.

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也有情况是收银员的信封被卡在钱箱的投放口处，以至其他人可拿到。

- There have also been cases where the person witnessing the envelope's deposit did not really pay enough attention to state positively afterwards that he actually saw the envelope placed in the depository.
还有情况就是证明人虽然签了字，但并没有留意收银员是否真正将钱袋投入钱箱。

2. **GENERAL SECURITY PRECAUTIONS**安全保护措施摘要

The following steps should be taken to provide protection for the cashiering personnel:
遵循下面的步骤，为收银员提供保护措施：

- Unauthorized persons should not be allowed in the cashiering personnel's area. Whenever possible, access to the cashiering personnel's area should be protected by a door operated by a key (for the cashiering personnel), and a buzzer lock system (operated by the cashiering personnel) to allow other authorized persons into the area.
未经批准的人员不得进入收银员的工作区域；可到达收银员工作区域的通道要尽可能有带锁的门（只有收银员才有钥匙）和报警系统（收银员开启），其他被授权的人才允许进入工作区域。

必须对总出纳的工作区域进行完全隔离和封闭式保护；这里存放的数目巨大的现金，足以让罪犯采取行动，因此应采取更多的预防保护措施。这个工作区域必须一直上锁，并且特别是在清点现金时要禁止外人进入。

- The General Cashiering personnel's area must be properly enclosed and protected. The large amounts of cash present in this area tend to make it an inviting prospect for criminal activity and consequently extra precautions should be taken for protection. The area must be always locked and access to is prohibited when funds are being counted.
必须对总出纳的工作区域进行完全隔离和封闭式保护；这里存放的数目巨大的现金，足以让罪犯采取行动，因此应采取更多的预防保护措施。这个工作区域必须一直上锁，并且特别是在清点现金时要禁止外人进入。

• When transporting funds in and out of the hotel adequate security precautions must be taken, e.g. taken by an armored car, which takes the responsibility for getting the funds to the bank.
运送现金进出酒店时，要采取充分完善的安全预防措施。例如出于安全保障的目的，去银行存款时应使用装甲车护送。

- The depository for the cashiering personnel's envelopes should be large enough so that when all envelopes are inside, there cannot be any access to them from the slot. In addition, the security guard or a responsible employee should have easy sight of the slot to avoid tampering.
用于投放投款袋的钱箱应该足够大，这样即使所有的投款袋都在里面时也不可能通过钱箱投钱口被够到。另外，保安员或责任员工应很容易监测到投款口以避免被篡改。