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Objective

To ensure all revenue earned is accurately reported and recorded via the Electronic Point of Sales (POS) and front office computer systems.

POLICY

The POS, together with the eventual pre-check system allow more of the traditional cashiering functions to be performed by waiting staff and at the same time, provide more attentive service to the guests. Management of each property should assess the requirements of each outlet and the level of cash settlement transactions, to determine whether cashiers are in fact required in such outlet.

All personnel, including Front Office, who performs the function of a cashier, will be issued with a house bank for providing change. They will be responsible for the funds entrusted to them, for recording all transactions made during their shift and will deposit all cash receipts at the end of each shift.

PROCEDURE

a) POINT OF SALES CASHIERING

1. Sales can be either to hotel residents or non-residents and may be settled immediately in cash, or subsequently through either the guest ledger or accounts receivable. The primary duty of a cashiering function is therefore to record each sale as it is made.
2. Outlet staff should record all sales transactions via the POS and produce either soft or hard guest checks. The total sales for the meal period/shift should then be summarised and analysed according to the type of sale and settlement method used i.e. cash, room, city ledger, credit cards, etc.
3. Irrespective of whether the outlet sales summary is prepared manually or through POS terminal, it is necessary to record the serial numbers of the hard guest checks used (soft guest check numbering is produced and controlled automatically by POS). This is to ensure that all such checks issued have been used and thus all revenue charges raised have been recorded.
4. When settling a guest check to a room, cashiers must visually verify that the name on the guest check agrees with the name displayed by POS.
5. Where a guest wishes to settle by international credit card, outlet staff should swipe the card via a credit card data capture terminal and follow the instructions, or in the absence of such, take an imprint of the card, taking care to use the correct charge form and check:
 - the signature on the charge form is the same as that on the card
 - the card is valid in terms of the expiry date shown thereon
 - the card is valid in terms of credit card company's list of stopped or stolen cards
 - the amount of the charge is within the hotel's floor limit and if not, an authorisation should be sought
6. Outlets should not accept foreign currency and it is company policy not to accept cheques.

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b) VOID CHECKS AND END OF SHIFT

1. Occasionally, a raised check needs to be cancelled. This should be restricted by security levels to that of an outlet supervisor or manager. The reason for each voided check should be outlined on the guest check, signed by the supervisor and submitted with the outlet summary at the end of the shift.
2. At the end of each shift, outlet staff should request two reports, the first of which is an open check report. During the day, legitimate checks outstanding have to be transferred to the following shift but the last shift of the day must ensure that all checks have been closed. The second report is the revenue, or sales report, which indicates items sold and settlement totals.

c) CASH RECEIPTS

1. Where sales are paid cash, outlet staff is responsible for ensuring the correct amount of money is received.
2. Outlet staff should be provided with a house bank to provide change for cash payments. The house bank must be maintained at its full value at all times and supervised under the direction of the outlet manager.
3. At the end of each shift, each outlet should send to the General Cashier, the cash receipts for the shift in a sealed envelope. The front of the envelope should give a breakdown of the money being remitted and all envelopes should be deposited in the hotel's drop safe.
4. The "drop" should be witnessed by an independent officer and also evidenced by signing the deposit summary. General Cashier should clear the safe each morning in the presence of an independent officer.
5. Should a discrepancy exist between the actual cash submitted as compared with the total cash sales recorded on the POS "end of shift" report, this should be recorded as a surplus or a deficiency. Outlets must pay in any surplus and may be expected to reimburse any deficiency.
6. The ability of the hotel to enforce the payment of a deficiency may be subject to local statute or union agreement provision. In this case, the Controller and General Manager should create a local policy for such situations.

d) FRONT OFFICE CASHIERING

1. Front Office employees will generally be responsible for the acceptance of payment for guest accounts. They will also be responsible for providing cash as a guest service in two cases:
 - foreign exchange
 - paid outs

e) FOREIGN EXCHANGE

1. All hotels will offer an exchange service to guest on a 24 hours basis. This service should be operated through the front office employees only if, according to local regulations, it has to be provided by a bank.
2. The front office employees should be permitted only to buy foreign currency (notes – not coins) and never to sell. This service should be reserved for registered guests.
3. The exchange rates for conversion to local currency of the major international currencies shall be displayed at the front desk. A memorandum of the rates to be used for other currencies, which the hotel will buy, should also be prepared.
4. The Controller or his assistant should set the exchange rate based on the buying rate, which is being offered by the hotel's commercial bank. The bank's rates should be obtained initially by phone but confirmed in writing and obtained and updated daily.
5. The hotel rate will be determined by charging a commission not exceeding two per cent on the bank rate as a fee for providing the service and be displayed. The rate display board at the front desk should be changed at approximately the same time each day by someone in the Controller's office who is not involved with the actual currency exchange, such as the Controller's secretary.
6. A memorandum of rates obtained from the bank, together with the rates being charged by the hotel, should be distributed to the General Cashier and Income Audit.
7. All foreign exchange transactions should be recorded via the exchange facility included in the front office system which will produce an exchange receipt listing:
 - the name of the guest and a reference to his identification (e.g. passport number)
 - the name, type and amount of the foreign currency
 - the rate of exchange for the transaction
 - the amount of the local currency equivalent
 - the date and time of the transaction
 - the guest's signature
8. The top copy of the foreign exchange voucher should be given to the guest as a receipt. It is advisable to have a notice displayed at the front office cashiers desk requesting the guest to retain a copy of the exchange transaction.
9. The second copy of the voucher should be retained by the cashier and submitted to the General Cashier at the end of the shift attached to the currency exchanged.
10. The General Cashier should send the foreign currency to the bank on a daily basis for reimbursement into local currency. There should be a difference between the amount that was paid for the foreign exchange by the front office employee and the amount received from the bank. The difference should ordinarily be in the hotel's favour and as such, must be recorded as income. In the event that the hotel paid more for the currency than in received, then the difference should be recorded as a loss.

11. The General Cashier on a daily basis should record the gain or loss. The Income Auditor shall verify this gain on a daily basis with the bank deposit slips. The gain should be monitored in the context of the two per cent commission, which is to be applied.
12. Bank notes, particularly high denomination notes, should be checked to ensure they are not forgeries, before being accepted or exchanged. Information should be obtained from the local bank about forged notes in circulation. Ultra violet light detectors or other such devices should be considered.

f) PAID OUTS

1. As a guest service a variety of items may be procured and paid for by the hotel and subsequently charged to the guest.
2. The following approval process must be observed:

Paid Out Value		Approval	
Less than US\$ 30	Guest (A)	FO Employee (A)	Income Auditor (R)
US\$ 30 to US\$ 250	Guest (A)	FO Manager (A)	Controller (R)
Over US\$ 250	Guests (A)	FO Manager (A)	Controller (R)

(A) = Advance approval

(R) = Retroactive approval on next working day

3. The paid out should immediately be posted to the guest folio and therefore should only be utilised for resident guests. Under no circumstances should any paid outs be made to employees or senior executives of the hotel.
4. Paid outs will represent a deduction from receipts or possibly the cashier's house bank. There should be a due back procedure in place as described below.

g) GENERAL CASHIER

1. The General Cashier is a member of the Controller's office responsible for the banking of all cash received from the operation.
2. The General Cashier should receive cash envelopes from the previous day each day from the outlets and front office cashiers. He will check that all the cash reported by the cashiers or outlets has been received and then prepare the cash for banking).
3. Receipts in respect of accounts receivable and advance deposits should also be sent to the General Cashier after they have been independently recorded as being received and prepared to be deposited at the bank.
4. The total banked by the General Cashier or directly by the outlets each day should therefore reconcile with the total of cash receipts per each shift - audit report and revenue report.

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5. This reconciliation should be conducted each day. An employee of the accounting department other than the general cashier and the income auditor should undertake a further reconciliation with the bank statements.

h) HOUSE BANKS

1. The Hotel will have a substantial amount of money on the premises in the form of house banks (see also House Banks and Cash Deposits).
2. The Controller should ensure there are adequate arrangements for the security of these funds in terms of safes, drop safes, safety deposit boxes and insurance cover.
3. Each custodian should be "bonded" for the safe custody of the funds provided by the hotel. The Controller is responsible for ensuring all requirements of the fidelity cover are complied with in order that the insurance remains valid.
4. A person independent of the house banks shall conduct regular surprise house bank checks before during or after duty hours for all floats at least once a month. A record of each count conducted should be maintained for each custodian. In particular the count sheets should schedule all foreign exchange and non-cash items such as cheques and IOU's found in the house bank. Where a cashier is found to have discrepancies in the house bank more frequent checks should be conducted.
5. Whenever a house bank is checked, the house bank should be restored to its true value by paying in the surplus or having the custodian make good the deficiency. Enforcement of above may be subject to local conditions and may require a local procedure to be written by the Controller and General Manager.
6. As an alternative procedure consideration may be given to adopting revolving house banks. This means having a house bank for each workstation which, is handed over at the end of each shift to the next shift. This has the advantage of reducing the working capital requirement of the hotel.
7. Where this is adopted it is necessary for the incoming shift to attend the cashing up of the outgoing cashier so they can observe the final readings and ensure that surpluses and deficiencies are recorded and count the house bank which they are taking over.
8. Consideration should be given as to how this would impact the general operation of the department or outlet concerned.

i) CASHIERS REMITTANCES AND DUE BACKS

1. Outlet cashiers and front office employees submit the total of cash receipts less the total paid outs and the total of cash exchanged for foreign currency.
2. Although the cash submitted is the net amount, the cash received must be recorded as the gross amount. On no account should paid outs be posted as a credit through "cash" in the system.

3. The cash remittance envelope should therefore show:

Total Cash Receipts 000

Less 000

Total Paid Outs 000

Net Cash Receipts 000

Represented by:

Notes 000

Coins 000

Foreign Currency 000 (local exchange value)

Cheques 000

Other Vouchers 000

Total 000

4. The net cash receipts should agree to the cash value of the deposit made.

5. The General Cashier should verify cash receipts by checking the total of total cash receipts and total paid outs and agreeing the exchange value with the value of foreign currency submitted.

6. On occasion the value of paid outs and exchanges made will result in a front office employee not having sufficient local currency to maintain the house bank to its correct value. Under these circumstances the employee is entitled to a "due back".

7. The issue and receipt of the due back should be recorded in a register which, should be kept by the General Cashier. The register should show the:

- date on which the due back originated
- amount of due back
- date on which the due back was handed over
- signature of the front office employee
- signature of the General Cashier