Objective

To ensure all revenue earned throughout the hotel is recorded and reported accurately.

POLICY

All hotel services must be charged for at the time services are provided. All revenue in the hotel is first recorded at the Point of Sales and thereafter, subject to interface or integration is recorded in the back office system.

PROCEDURE

a) **SOFT/HARD GUEST CHECK ISSUANCE AND CONTROL**

1. A hard guest check is one, which is manually inserted into a POS slip printer and is of multiple copies and pre-numbered.

2. A soft guest check in one, which is automatically generated, numbered and controlled by the Electronic Point of Sales, is of single copy and usually produced by roll printers. Soft guest checks are to be used in conjunction with the pre-check system.

3. The revenue generating outlets and other operating departments using hard guest checks should use pre-numbered guest checks. These should be at least duplicate forms, the top copy serving as the guest copy and the bottom copy for hotel records.

4. Checks should be clearly marked to identify the outlet concerned.

5. Hard checks should be kept in the general store and issued in sequential order against a signed requisition and a record of the numbers issued should be retained.

6. Revenue in all outlets should be recorded by meal period on a summary and should also contain the hard check serial numbers of the checks used in that period.

7. The night auditor should verify that all hard checks have been posted by reconciling the totals of all hard checks with the total shown on the summary.

8. All checks must be accounted for. Where checks are spoilt, they should be cancelled and submitted with the outlet summary. On completion of the daily balance, the hotel copy of the guest check should be batched by outlet and stored for the period of time as required by local statute.

b) **RECORDING OF REVENUE**

1. Revenue for services provided should be recorded as soon as possible after the provision of that service. The procedure will vary according to the type of service offered.

The largest FREE resource tool for young hoteliers and seasoned professionals

2. The guest check should be raised as soon as an order is placed via the Point of Sales, or the electronic pre-check system. When using the electronic pre-check system, the check must be raised in order to facilitate an order being sent to the kitchen printer.

3. The check should then be presented to the guest who can settle it as follows:

   - Charge to a room account
   - Charge to a previously authorised and established city ledger;
   - Payment by credit card;
   - Payment by cash (local currency)

4. The cashier or waiting staff should follow specific procedures for each type of settlement as outlined in Cashiering – General Cashier (05.04.003).

5. Each settlement in the electronic Point of Sales system will effect relevant posting and recording in the front office computer system.

6. Where the check is to be charged to a guestroom, the signed soft check or hard check top copy should be kept in a readily accessible area until that guest's departure.

7. Where the check is to be charged to a city ledger account, a copy of the check should be used as supporting documentation for the billing made to the account holder.

8. The top copy of the check or the soft check should be offered to the guest as a receipt when cash or credit card is used as the payment method.

c) **CONTROL AND POSTING OF REVENUE**

1. The interface between the electronic Point of Sales and the front office computer system should be utilised to its fullest extent. This further automates revenue control and tracking and will provide ease of verification of system totals by the night auditor or income auditor.