


STANDARD OPERATING PROCEDURES

CHAMBERS 1.12 PRESENTING THE BILL



PURPOSE...	1.12 Presenting of the billing
WHEN TO...	Upon guest request for bill

TASK	➤ THIS IS HOW WE DO IT...
Presenting bill 	<ul style="list-style-type: none"> ➤ TM to double check the bill in micros and to ensure that all orders had been posted correctly. ➤ Bill must be presented within 3 minutes of being requested ➤ TM to present the bill in bill folder together with a guest comment card and Hilton pen. ➤ “ When guest are reviewing the check, we will step away to allow privacy ➤ Excuse me Mr. Tan, Here is your check. If guest request for payment, waitress should say “Certainly, Madam/Sir/Mr .John, I will be back in just a moment”.. ➤ Collect cash or obtain signature for room charge and credit charge. Request credit card for cashier to imprint. Before leaving the guest’s table say, “Thank you very much, Madam/Sir/Mr. John.” ➤ Once guest has placed his / her Credit card or cash in bill folder, TM to pick up bill folder to process bill after asking “May I...?” Credit card to be swiped through micros and credit card terminal – copy of Credit card slips and final bill to be presented to guest. ➤ Team member to collect the bill from cashier counter and present bill to guest again.

RESULT...	Billing is processed promptly and accurately
STANDARDS...	Bill is presented with a Hilton pen in a bill folder All team members are to ensure bill holder is clean and presentable.

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