

STANDARD OPERATING PROCEDURES

CHAMBERS 2.4 – UNDERSTAND THE SERVICE OF



PURPOSE...	2.4 How to Handle Cash and Credit Card Payment
WHEN TO...	Upon billing

TASK	➤ <i>THIS IS HOW WE DO IT...</i>
Cash	<ul style="list-style-type: none"> ➤ When presenting bill to guest, TM will step away to allow privacy while guest review the bill. ➤ If guest is paying by cash, reconfirm the amount of cash with the guest; be as discreet as you possibly can. ➤ In case of large sum of money (>RM500), you may seek the guest's permission to count the cash at the table.
Credit Card	<ul style="list-style-type: none"> ➤ After charging credit card according to bill amount, present bill to guest again. ➤ TM will step away to allow guest privacy while signing credit card slip. ➤ Once done, TM will ask "May I...?" before collecting the signed bill from guest, thanking the guest by name which appears on the credit card. "Thank You, Mr Nazly" ➤ Ensure guest has retrieved back his credit card attached with a Customer Copy of the receipt.
Pin Number	<ul style="list-style-type: none"> ➤ If Credit Card Terminal is asking "Request Offline Pin, Bypass?", try with "Yes" for first attempt. If approved, the slip will be printed out for guest signature. ➤ If declined, try again, this time with "No" to bypass. The terminal will then ask for the guest to input their pin number. Proceed to letting the guest know, "Excuse me Mr Nazly, would you like to come with me to input your pin number into the credit card machine?" ➤ After guest has input their pin, please invite them to take a seat and you will send the bill to his table. "Thank you Mr Nazly, please take a seat, I will bring the receipt to your table shortly"

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Transaction Declined	<ul style="list-style-type: none"> ➤ In case of declined transaction, try for total of 3 times before approaching guest again. ➤ Never let guest feel embarrassed in front of their guests, discreetly ask if they could come with you to the cashier counter. Do not assume that there is no credit in their card. "I'm terribly sorry Mr Nazly, would you mind to come with me to the cashier counter? Your pin number might be required." ➤ At the cashier counter, politely let the guest know that you have tried 3 times with the credit card but the transaction has been declined. You may use reasons such as "Bad connection with the bank" etc; never let the guest feel that we are implying there is insufficient fund in the card. Offer to try other cards, if guest has any.
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RESULT...	Guest is able to settle the bill correctly and on time
STANDARDS...	<ul style="list-style-type: none"> ➤ Never let the guest feel embarrassed that we do not trust them with cash counting. Always seek guest permission first. Do the counting away from the table if necessary. ➤ If the guest asks why we need to count the cash in front of them, politely let them know that it is restaurant policy to count any cash sum above RM500.00. ➤ Always step away to allow privacy while guest is reviewing the bill. ➤ Payment should be settled within 3 minutes.

Prepared By :	Acknowledge by:	Approve By:
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..... Outlet Manager Director Of Food & Beverage Hotel Manager / Director Of Operation
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