

4.2.0



MADE
Market

MADE MARKET STANDARD OPERATING PROCEDURES

CASH HANDLING





Standard: Cash Handling
Ownership: All Cashiers
Date: 3.18.13

MADE MARKET PROMISE/STANDARD

This policy outlines the general procedures to be followed in relation to the daily process involved in handling cash/checks in the hotel operations.

TEAM MEMBER CONTRIBUTION

T.4.2.1 Policy Details

- a. Under no circumstances is a hotel to accept a cash or check deposit, which is not recorded in the POS System.
- b. Cashiers are required to reconcile their own daily takings/deposits Point of Sale System "POS" (i.e. Micros, H.S.I., Spa Soft, etc) at the end of each shift as part of the drop process. The reconciliation is to be performed in a safe location, ideally in an area not open to guests and with minimum distractions.
- c. The House Funds must first be counted and then separated. The remaining funds are then to be counted and then reconciled to the Cashier Report from the relevant POS.
- d. Any amounts in excess of the totals on the Cashier Reports are to be included in the drop and not kept in the House Fund. All overages and shortages are to be investigated to establish the reason. The direct supervisor/manager of the Cashier shall be informed immediately after an overage/shortage is discovered. The overage/shortage needs to be clearly identified on the envelope used to make the drop and any appropriate back up/explanation is to be included within the same envelope.
- e. Only if a Cashier has insufficient cash receipts to make a payment to a guest are they permitted to use the House Fund (Your Cash Bank). In such cases, the Cashier is required to complete a "Due Back," which will be reimbursed by the General Cashier to return the House Fund back to its correct level.



- f. All envelopes must be dropped into the Drop Safe. All shift deposits must be witnessed in writing by a second Team Member. It is the responsibility of the Cashier and the Witness to ensure that the drop has been successfully deposited into the Drop Safe.
- g. The Cashier must complete the drop log to record that they have dropped an envelope into the Drop Safe. A new line is required to be completed for each envelope that is dropped. The format of this may vary from hotel to hotel, but the minimum that it must record is the following.
 - I. Cashier Name
 - II. Cashier Signature
 - III. Witness Name
 - IV. Witness Signature
 - V. Amount in Envelope
 - VI. Date and Time of the Drop
 - VII. General Cashier Name and Signature (on collection)
 - VIII. Witness Name and Signature for the General Cashier (on collection)
- h. Depending on the hotel and country, the counting and reconciling of the cash may be witnessed by another Team Member but is not required. This requirement is at the discretion of the Vice President or Regional Director of Finance, who is required to approve the implementation of this policy.
- i. Material discrepancies (amount to be determined at the discretion of the DOF/FM/Controller but in no case greater than \$50US) between the envelope total and the actual contents must be highlighted and immediately investigated.

T.4.2.5 Main House Fund Account

The General Cashier is required to reconcile the main House Fund on a daily basis, document the count and maintain the count sheets on file for one year. The daily cash count of the main House Fund shall be submitted to the DOF/FM or General Manager for approval and record retention.

T.4.2.5 POS Hardware

As Point of Sale Hardware varies by hotel, your manager will have specific training as it applies to the use and functions of this equipment. You are required to follow the accounting operating procedures at all times as it applies to any transaction regarding sales and or other operations that would require access to the POS terminal.



LEADERSHIP CONTRIBUTION

- o Managers will set the example for all team members by consistently demonstrating the behaviors outlined above.
- o Managers will ensure that all responsible parties are held accountable for the above information and that the procedures are carried out regularly and in accordance with this process.

COMMITMENT ACCEPTED - Team Member

Name: _____

Role: _____

Date: _____

Signature: _____

COMMITMENT ACCEPTED - Leader

Name: _____

Role: _____

Date: _____

Signature: _____