

	<b>RESOURCE LIBRARY - FRONT OFFICE</b> <b>Cashiering - Handling Cash &amp; Floats</b>	<i>CODE:</i> 03.03.052
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INTRODUCTION:

To ensure that cash is securely handled thereby safeguarding the income of the company and protecting the individual employee.

Although floats are the responsibility of the controller, the Front Office Manager must ensure that on a daily basis float accuracy is maintained and proper procedures for handling cash are followed.

POLICY:

1. Cash received and issued must always be counted in front of the guest and when issuing change the bill originally received should not be placed in the cash drawer until the guest has received the change.
2. All cash must be locked away securely and access to the cash drawer must only be given to authorized staff.
3. All front office staff must ensure that at the end of each shift the amount of money forwarded to accounts agrees with the final reading of the system.
4. All transactions should balance and discrepancies should be investigated immediately and solved prior to passing the cash and documents to Accounts.
5. Front Office staff who receives a float must sign a House fund receipt Form.
6. All floats must be maintained at the value of the amount originally issued. The Controller is responsible for ensuring that spot checks are made to verify this.
7. Floats must be locked at all times and the key held by the person responsible for the float, access to floats should be limited to the person it was issued to.
8. Shortages in the float must be investigated immediately and a decision made by the Front Office Manager and Controller as to whether the cashier/receptionist should reimburse the amount. Overages likewise must always be investigated, accounted for and the excess forwarded to accounts.