

	RESOURCE LIBRARY - FRONT OFFICE Cashiering - Paid-outs & Cashing Checks	<i>CODE:</i> 03.03.053
		<i>EDITION:</i> 1
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INTRODUCTION:

- To avoid bad debts as a result of accepting invalid method of payment.
- To ensure that cash paid-outs are controlled correctly.

The Front Office Manager and Controller must closely monitor and control these two areas ensure

POLICY:

Cheques:

1. The maximum amount that the hotel will cash should be set by the Controller and always adhered to by the front office staff.
2. Personal cheques are not accepted as a method of payment in XYZ properties, all properties must display a sign at the reception that advises guests of this fact.

Paid-Outs:

1. The Controller will set authorization limits for paid-out's. Total paid-outs in excess of the equivalent of U.S. \$ 25/ made in favor of guests who are paying by credit card must be charged the commission on the amount. The commission rate will be 5%.
2. All cash issued by the front office must be made in the form of cash paid-out and charged immediately to the guest folio or the relevant account.
3. The guest account must have sufficient credit to cover the cash amount issued and be within the limits set by the hotel Controller.
4. The amount should be recorded on the paid-out form and must always receive approval from a member of the front office management.
5. Under no circumstances are paid-out's to be issued to department heads or staff.

An agreement on credit card commission charges should be made with concessionaries such as News Stand, Barber Shop, Beauty Shop, Taxi Company, who may choose to absorb the cost of credit card commission charge of 5% to help enhance their turnover. Otherwise the guest should absorb the commission.