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|  | RESOURCE LIBRARY - FRONT OFFICE Cashiering - Payment & Late Charges | <i>CODE:</i> 03.03.054 |
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INTRODUCTION:

To secure payment for services and products consumed by guests during their stay. The Front Office Manager together with the Controller must ensure that there are procedures drawn up for internal use which comply with the guidelines of this policy. All reception staff must be fully trained and conversant with the correct procedures to follow.

POLICY:

1. xyz Hotels will accept payment by cash, all major credit cards, travelers cheques, Travel Agent voucher specified by the Management. Personal cheques will not be accepted unless prior arrangements have been made with the Management.
2. If payment is by a credit card, the floor limit, signature and expiry date must always be verified. The folio number, receptionist's initial and the approval code for the total amount must always be written on the imprint slip (where it is not done automatically) as a reference in the event of a later query.
3. If the account will be settled by the company, there must be confirmation and approval to do so, the instructions must be double checked on check-in as well as on departure and extra's settled where relevant. The guest should always be presented with the account for verification and signature unless instructions from the company specify otherwise.
4. When a guest produces a voucher as payment, it must be an official travel agents voucher addressed to the hotel in favor of the guest and within the expiry date. The voucher must be collected for accounting purposes. It goes without saying that vouchers accepted are those issued by Travel Agencies that the hotel has entered into agreement with.
5. Traveler's cheques are treated as cash. At the time of check-in the guest should be requested to countersign the cheques and their identity verified against the passport. Previously countersigned travelers cheques are not acceptable.
6. Late charges should be avoided as far as possible through efficient mini-bar controls and a fast interfaced food & beverage cashiering system. However some late charges will be inevitable during peak times or express check-out. Late charges such as mini-bar, telephone or other irrecoverable minor amounts of less than \$15/ can be treated as a rebate and authorized internally. With the prior approval of the General Manager, amounts in excess of \$15/ may be invoiced to the guest with a covering explanatory letter. The General Manager will evaluate each outstanding amount on an individual basis and determine if a charge is to be made.
7. The Front Office Manager should receive and review a summary of rebates given in the previous month in order to be aware of the magnitude of the collective amounts as well as being alerted to possible training needs or other operational problems.