**Objective 目的**

To ensure that Room rates and codes are entered into the PMS (Opera) and Menu/Beverage prices in POS System (Micros) are approved and verified correctly. The "Call Accounting" charges must also be configured with the agreed mark-up applicable to the local telephone company rates.

确保房价及代码输入酒店前台系统，酒店餐饮系统的菜单/酒水价格得到批准并核对准确。同时电话计费系统的定价必须根据本地电信公司同意的加价设定。

**Policy 程序**

1.  **ROOM RATE AND RATE CODE房价及代码**

    *   All categories of room rates and rate codes must be documented, approved by the Director of Sales & Marketing ,Director of Finance and General Manager before being loaded into the hotel's PMS and reservations systems (Opera) including Sales and Catering system.
        所有房价及代码的种类必须有书面文件，并在输入酒店前台及预订系统包括销售系统前需得到市场销售总监,财务总监及总经理的审批。

    *   Room rates and rate codes have to be inserted by Reservation Department based on the approved rate and code structure.
        房价及代码将由预订部根据批准的房价及代码结构输入系统。

    *   Income Auditor should review and verify the room rates/codes that inputted to system by Reservationists, evidenced by his signature on the related form or document.
        收入审计将复核系统中预订人员输入的房价/代码，并在相关表格或文件上签字确认。

    *   Should there be any discrepancy found during the review, the Income Auditor must immediately notify the Director of Finance for further action. However, all findings must be documented and filed for future reference.
        在审核中如发现任何差异，收入审计必须立即通知财务总监以采取措施，无论如何，所有问题必须书面存档以作参考。

    *   In the event of rate or code changes during the period, the above procedure must be adhered to.
        如房价或代码在此期间有变化，必须遵循以上程序。

2.  **MENU/ BEVERAGE PRICING 菜单/酒水价格**

    *   The Executive Assistant Manager (F&B) and General Manager must approve all food and beverage (F&B) menu prices, inclusive of banquet menus. Pricing must be reviewed at least twice yearly.
        所有餐饮菜单价格必须经由分管餐饮副总及总经理的批准，且每年必须至少审阅两次。

    *   F&B Secretary will input the menu/beverage prices into the POS.
        餐饮部秘书会将菜单及酒水价格输入POS系统。

    *   The Income Auditor must ensure that menu/beverage prices agree to those configured in the POS using the print out from the POS against the Menu/Beverage Prices List. This should be evidenced by his signature and filed for reference.

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收入审计必须确保从系统打印出来的菜单/酒水价格与批准的价格一致，并在打印出的价格报表上签字，存档以作参考。

- Should there be any discrepancy found during the review, the Income Auditor must immediately notify the Director of Finance and Controlling for further action. However, all findings must be documented and filed for future reference.
  在审核中如发现任何异常，收入审计必须立即通知财务总监以采取措施，无论如何，所有问题必须书面存档以作参考。

- In the event of menu/beverage price changes or addition of menu items during the period, the above procedure must be adhered to.
  如遇菜单/酒水价格变动或增加菜单项目，必须遵循以上程序。

## 3. **TELEPHONE电话**

- IT Assistant is tasked to periodically ensure that all telephone lines are configured to the hotel's PMS. Calls must either be routed to guest folios, master folios or permanent folios (for administrative lines). The system must be configured to flag no posts, i.e. calls that have not been posted to one or other folios mentioned above.
  电脑房助理必须定期检查以确保所有酒店电话线路均已在酒店电话系统中设定。电话费用必须转至客人账单、主张单或永久账单（行政电话线）。系统必须设置一个专门的账单以便转入漏挂账的电话费用，也就是那些未转至以上所提到的任一账单的电话费用。

- Income Auditor is to ensure that the configured telephone rates, plus agreed mark-up, agree to the applicable telephone company rates, i.e. China Telecom.
  收入审计需确保设定的电话价格加上同意的加价部分是适用电话公司，例如中国电信，允许的价格。

## 4. **OTHERS其他**

- All rates/prices (including mini-bar, laundry list, etc) must be approved by the General Manager. The Income Auditor is to conduct his audit based on approved rates/prices lists.
  所有价格（包括迷你吧、洗衣清单等）必须经由总经理的审批。收入审计将根据批准的价格进行核查。

- Should the Income Auditor discover any variances/discrepancies, he must immediately notify the Director of Finance and Controlling for further action.
  如收入审计发现任何异常，必须立即通知财务总监以便采取措施。

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