	<b>RESOURCE LIBRARY – ACCOUNTING</b> <b>Room Rate &amp; Occupancy</b>	<i>CODE:</i> 05.01.003
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## Objective 目的

To ensure that proper room rates are used and occupied rooms generate revenue for the hotel.  
 确保使用适当的房价和所有占用房都计入酒店收入

## Policy 程序

### 1. AUTHORIZED RATE CONTROL房价授权控制

- The General Manager will provide a written room rate structure to the Sales Department and the Front Office with a copy to the Director of Finance and Controlling.  
 总经理将以书面形式提供一份房价表给销售部和前厅部，并复印给财务总监
- All categories of room rates and rate codes must be documented, approved by the Director of Sales & Marketing and General Manager before being loaded into the hotel's PMS and reservation system including Sales and Catering system.  
 所有房价及代码的种类必须有书面文件，在输入PMS及预订系统包括销售系统前，必须经过市场销售总监总经理的批准
- Room rates and rate codes are to be inputted by Reservationists based on the approved rate and code structure.  
 预订员根据批准的房价及代码将房价及代码输入到系统中
- Income Auditor will use the signed agent/corporate contracts to check against the room rates/codes inputted by Reservationists. Once verified correct, the Income Auditor is required to initial the contract to evidence the review and filed for reference.  
 收入审计将根据已签订的旅行社/公司合同对预订员输入的房价及代码进行核查。一旦核实无误，收入审计将在合同上签字确认已审阅并存档以备参考
- 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.  
 如核对时发现任何差异，收入审计必须立即上报财务总监以采取相应措施。无论如何，所有相关资料必须存档以作参考
- Every night, the Night Duty Manager is responsible to check the Room Rate Report, which can be obtained from the computer system before room rate posting, to ensure that all the rooms are charged at the correct rate, evidenced by his signature on the room rate report. Any discrepancy should immediately follow up and report in writing to the General Manager and Director of Finance and Controlling.  
 每晚，夜班值班经理负责在过房费前将房价报表从系统中打印出来并作检查，以确保所有房价均已正确录入，并在房价报表上签字确认。任何差异必须立即跟进并以书面形式报告总经理及财务总监
- The room rate report must contain the following information:  
 房价报表必须包含以下信息
  - Occupied room number 在住房号
  - Guest name 客人姓名

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- Authorized rack rate 门市价
- Actual room rate charged 实际房价
- Room rate variance 房价差额
- Source of reservation (company name, travel agent etc.) 预订来源信息 (公司名称、旅行社等)

- After the Night Duty Manager performs the checking, the Room Rate Report will be further reviewed and verified by the Income Auditor and Revenue Manager, evidenced by their signature on the Room Rate Report.

房价报表在夜班值班经理检查后，收入审计及收益经理将会进一步检查并在房价报表上签字确认

- The Report will then be forwarded to the General Manager and Director of Finance and Controlling for their approval, and is returned to the Income Auditor for filing.

然后该报表将呈总经理及财务总监审批，之后返回收入审计进行归档

## 2. OCCUPANCY VERIFICATION 占用房审查

- A Room Status (Discrepancy) Report will be printed out immediately after closing by the Night Duty Manager for Housekeeping to update the actual room status, physically inspected by the Housekeeping staff on the following day before 9:00 A.M.

夜班值班经理在夜审结束后应立即打印房态（差异）报表，交由客房部在第二天09:00之前根据实际房态进行更新

- Any discrepancy between the computer status and actual room status should be notified by the Housekeeping on the Room Status Report and forwarded to the Front Office Manager.

电脑系统的房态和实际房态有任何差异时，客房部应在房态（差异）报表上标注并转至前厅部经理

- The Front Office Manager / Duty Asst. Manager will investigate the discrepancies and record the explanations on the Room Status Report. Then sign and forward to the Income Auditor.

前厅经理或大堂副理将调查房态上的差异并把原因写在房态（差异）报表上，签字确认并转交收入审计

- The Income Auditor should review and verify the explanation given and action taken, evidenced by his signature on the Room Status Report, before forwarding to the Director of Finance and Controlling and General Manager for final approval.

在该报表呈财务总监及总经理作最后审批前，收入审计应再次审核差异的原因和已采取的措施，并在房态（差异）表上签字确认