

	<b>RESOURCE LIBRARY – ACCOUNTING</b> <b>Business Center Control</b>	<i>CODE:</i> 05.01.008
		<i>EDITION:</i> 1
		<i>PAGE</i> 1 OF 2

## Objective 目的

To ensure that there are adequate controls so that the Business Center revenues are maximized.  
 确保有效的控制使商务中心的收入最大化。

## Policy 程序

- When a guest requests a facsimile, long distance call, photocopy, typing, secretarial service in the Business Center, the Business Center/ Guest Service Agent is responsible to fill out the Business Center Charges Voucher (Miscellaneous Charges Voucher) immediately after the services has been rendered and posted it into the Guest Ledger. The “Charges Voucher” should be batched at the end of the shift together with the batch summary report printed out from the PMS and then be forwarded to the Front Office Guest Service Agent for filling.

当客人需要商务中心提供的传真、长途电话、复印、打字及秘书服务时，商务中心文员能在提供服务后第一时间完成商务中心费用凭证（杂项收费单）的填写并将该账挂至该客的账户。这些账单需在下班后分班次整理并与PMS中打印出来的总结报表一并转至前厅宾客服务员处以便其归档。
- Prior to filing, the Front Office/ Guest Service Agent is required to verify that the posting has been correctly inputted by the Business Center/ Guest Service Agent.

归档前，前厅宾客服务员需审核该费用已由商务中心文员正确录入。
- In the event of cash sales, the Business Center Guest Service Agent will post the transaction into a ‘Business Center’ Permanent Folio and pass the cash receipts to the guest. At the end of the shift, the cash collected is to be enclosed in the Cashier’s Remittance Envelope and deposited into the Drop Safe.

如是现金交易，商务中心文员会将交易录入到“商务中心”永久账户中，然后将收据交予客人。当一个班次结束时，这些现金将会封存在收银员缴款袋中并投进投款箱中。
- A Batch Summary Report should also be printed out from the PMS by the Business Center/ Guest Service Agent promptly according to the Charge Voucher in sequence before the Business Center is closed. This Report should be forwarded to the Income Auditor for verification against the Charge Voucher to ensure the accuracy to the charges in Guest Ledger.

在商务中心停止营业前，商务中心会依据结账顺序从PMS中打印出批次汇总报告。这些报表将会转至收入审计处以便其审核并确保该收费凭证已被准确录入客户的账户。
- In case of cancellation, a “Rebate Voucher” has to be prepared by the Business Center Guest Service Agent and approved by the Front Office Manager or Assistant Manager before forwarding to the Front Office Guest Service Agent for posting.

如取消，商务中心文员需填写一张“减免凭证”并由前厅部经理/副经理签字后转交至前厅宾客服务员以便其在系统中录入。
- The Batch Summary Report and Charge Vouchers have to be checked by the Income Auditor and are registered in the folder.

班次总结报表及费用凭证均需收入审计的审核并需其在该文件夹中签字确认。
- The Income Auditor is responsible to spot check the Business Center Voucher on accuracy, evidenced by his/her signature on the “Charge Voucher”. Any difference or omission should be immediately informed to the Front Office Manager for further investigation.

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		<i>EDITION:</i> 1
		<i>PAGE</i> 2 OF 2

收入审计有义务去审查商务中心费用凭证的准确性，并在“费用凭证”上签字确认。任何的异常及疏忽均需第一时间通报前厅经理以便进一步地调查