
	<b>RESOURCE LIBRARY – ACCOUNTING Shop/ Kiosk Control</b>	<i>CODE:</i> 05.01.010
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## Objective 目的

To ensure that there are adequate controls and that the Kiosk revenues are maximized.  
确保有适当的控制使商品部的收入最大化。

## Policy 程序

- When a guest purchased an item in the Kiosk, the Kiosk Assistant is responsible to post the transaction immediately into the Point of Sales (POS), which is interfaced with the Property Management System (PMS) and settled according to the mode of payment.  
当客人在商品部购物后，商品部员工应立即将交易输入与前台PMS系统连接的POS系统，并选择相应的付款方式付账。
- If the transaction is billed to the room, the 1st copy of the print out is to be forwarded to the Front Office/ Guest Service Agent. The Front Office/ Guest Service Agent is required to verify the signature and room no. against the charge posted into the Guest Folio before inserting the voucher into the Guest folder. Should there be any discrepancies, this should be immediately referred back to the Kiosk Assistant for clarification.  
如果是挂房账，其账单的第一联应送到前台，前台员工应在将账单放入客人账夹前，核对客人签字及房间号码，如有任何不符，应马上退回商品部员工进行调查。
- At the end of the shift, the Kiosk Assistant has to print out the Sales Report from the POS and tally up with her daily takings before the Kiosk is closed. This Report should be forwarded to the Night Guest Service Agent for verification to ensure the accuracy to the Guest Ledger.  
商品部结束当天营业关张时，商品部员工应从POS系统中打印出当日的销售报表，并与当天的实际销售收入进行核对，核对后的报表交前台夜班员工审核，以保证客人账单的准确。
- A “Daily Kiosk Sales Report” should be prepared by the Kiosk Assistant at the end of his/her shift to recapitulate all the items’ movements with the following information (if the POS system does not provide these information).  
商品部工作人员应于下班时出具“商品部销售日报表”，扼要说明所有交易项目，包括以下信息（如果POS系统不提供）：
  - Items names 货品名称
  - Opening balances of quantity 当天营业前存货量
  - Requisitions from Store 当天出库量
  - Quantities sold 当天销售量
  - Unit selling prices 销售单价
  - Extension amount 总金额
  - Closing balances of quantity 当日结存存货量
- An inventory count should be taken according to the “Daily Kiosk Sales Report” to ensure accuracy of the stock balance before handing over to the next shift. Both parties should initial the report to acknowledge the stock count were accurate. (The following day’s shift should be scheduled if at all possible that the person in charge for the 1st shift could be held accountable and responsible for the previous day’s report).  
每日换班时，交班双方应依据“商品部销售日报表”清点库存，确保库存正确，并在清单上签字确认（第二天的工作安排应尽可能让第一班的人负责头天报表的准确性，即尽量安排中班转早班）

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- In case of cancellation for any reason, a “Cancellation/Void check” has to be printed and attached to the original check for reference. Reasons for cancellation have to be clearly stated on the check and verified and approved by the Front Office Manager or Assistant Manager.  
 无论何原因引起账单作废，应打印出作废单并附在原始账单上作参考。取消原因应清楚写明，并由前厅经理或大堂副理审核批准
- The POS Sales Report and Daily Kiosk Sales Report after being checked by the Night Guest Service Agent should forwarded to the Income Auditor for his/her further review and filing. The Daily Kiosk Sales Report will be forwarded to the Cost Controller for filing and inventory purpose.  
 POS销售报表及商品部销售日报表经夜审检查后应提交日审进一步审核及存档。商品部销售日报表应传给成本控制员存档及存货检查
- The Income Auditor is also responsible to spot check the Guest Check on accuracy, evidenced by his/her signature on the Guest Check. Any differences or omission should be immediately informed to the Front Office Manager for further investigation.  
 日审应抽查客人账单是否准确并签字确认，如有任何差异或问题应即刻通知前厅经理作进一步调查