

	RESOURCE LIBRARY – ACCOUNTING Laundry & Dry Cleaning Control	<i>CODE:</i> 05.01.011
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Objective 目的

To ensure that there are adequate controls in place and that the Laundry & Dry Cleaning revenues are maximized.

确保将客人的消费记账，使洗衣收入最大化

Policy 程序

- When guests are sending laundry or dry cleaning they are required to fill out the Laundry & Dry Cleaning List. The Laundry & Dry cleaning List is then checked by the Laundry Clerk and marked immediately for any discrepancy and the guest should be notified immediately. (Refer to Housekeeping policy on this matter)
客人要求洗衣或干洗服务前，需填写洗衣单，洗衣房员工应核对清单，如发现差异应立即记录并告知客人（此情况应依照管家部政策执行）
- The Laundry & Dry Cleaning List should be distributed as follows:
洗衣单应按如下方式分发：
 - 1st Copy - Retained by Laundry Department , filed in sequence of date & room no. and to be referred to in case of dispute with guests.
第一联—由洗衣房留存，洗衣单上应依次填写日期及房号，以便与客人发生争执时提供依据
 - Duplicate - To be attached to guest’s laundry when delivered to guest.
第二联—洗衣送还客人时一并附上
 - Triplicate - To be forward to the Front Office
第三联—送交前厅部
- The Laundry Clerk is responsible to input it to POS immediately and forward the 3rd copy of Laundry & Dry Cleaning List to the Front Office Guest Service Agent for justification for guest after being batched together at the end of each shift. The Laundry Clerk is required to print out the batch summary report prior to shift closing from the POS.
洗衣房员工有义务立即在POS中入账并将洗衣单第三联及时送交前台接待处以便其下班时附于客账袋中作入账依据。洗衣房员工需于每班次下班时从POS中打印出当班的汇总报表
- The Income Auditor will review the batch summary report for verification against the Laundry & Dry Cleaning List to ensure the accuracy of the charges in Guest Ledgers.
收入审计将审核洗衣单汇总报表以确保费用已被正确录进客人的账单
- In case of cancellation for any reason, a “Rebate Voucher” is to be prepared by the Laundry Clerk and approved by the Laundry Manager or Assistant Manager before posting. Similarly, a batch summary report should be printed out prior to shift closing from the POS before forwarding to the Front Office Reception. All reports forwarded to Front Office/ Reception must be initialed by the Laundry Clerk.
无论何原因需取消收入，洗衣房员工应填写“冲帐凭证”并征得洗衣房经理或大堂副理的核准后入账。同样的，下班前应从POS中打印出汇总报表并送交前台接待处。所有送交前台接待处的报表必须是洗衣房员工填写的原始版本
- The Front Office Guest Service/ Agent upon receipt of the batch summary report, has to verify all the entries were correctly inputted by the Laundry Clerk noting the signatures and room nos. against the Guest Ledgers.
前厅部员工在收到洗衣汇总报表时，必须认真核对每笔录入到客人房账中的洗衣费都是正确的并且每张洗衣单上都有客人的签字及房号

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- The summary reports are batched together with its attachments and are filed after being checked by the Income Auditor.
 洗衣汇总表及相关附件由收入审计审核后存档
- The Income Auditor is also responsible to spot check the Laundry & Dry Cleaning List on the accuracy and against the batch summary report, evidenced by his/her signature on the Laundry & Dry Cleaning List. Any differences or omission should immediately be informed to the Housekeeping Manager for further investigation.
 收入审计将依据汇总表审核洗衣单的准确录入并与审核后在洗衣单上签字确认。任何的差异应立即汇报客房部经理已做进一步调查