

	RESOURCE LIBRARY – ACCOUNTING Discounts & Complimentary Services	<i>CODE:</i> 05.01.028
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OBJECTIVE目的:

- To ensure adequate control procedures are in place with regard to complimentary services and special discounts.
确保关于免费服务和特别折扣事项有适当的控制流程。

APPLICATION应用:

There may be instances where extending special discounts and complimentary services is an appropriate and necessary part of conducting good business.

特别折扣和免费服务之间可能会是构成良好生意的必要部分。

Such decisions should be taken by weighing up the cost to the hotel versus the future benefits. Although some services will represent little or no cost to the hotel, value to the guest may be great, and so there should be a justifiable return to the hotel as a result of extending such privileges.


这样的决策应该估计酒店的成本和未来的收益。尽管一些服务对酒店来说是很小或者没有成本的，但是对顾客来说却是很有价值的，并且对于这样的特权优惠应该具备有理由的对应的汇报为前提。

This policy may be applied inter-company also, for example, if an important client is traveling to a location and wishes to stay at a XYZ hotel – an upgrade or complimentary room may be arranged between Managers.

这项政策可以对酒店内部安排使用。例如，如果有重要的客户到一个地方旅行并且希望入住当地的店，升级客房或者免费客房可以在总经理之间安排。

STATEMENT OF POLICY规则声明:

- On a daily basis, Front Office Manager should prepare a list of special rates and complimentary rooms giving reasons. This list is to be sent to the General Manager who will review and initial. The list must then be forwarded to Finance Department for audit purposes.
前厅部经理应该每天准备特价房和免费房的清单并且列出原因。这个清单会首先递交到总经理处待审核和发起。然后必须将此清单递交到财务部以便日后审计工作。
- Published rates and previously agreed rate structure do not require the individual approval of the General Manager. But when guests check-in, proper check should be carried out by Front Office staff to confirm the guests entitled the special rate.
公开房价和之前已经确认的协议价不需要再经总经理确认批准。但是在顾客办理入住时，前厅部员工应对客人享有的特价进行相关的核实检查。
- The Front Office Manager should ensure that a reservation giving a special rate that is not on the agreed list, receives specific approval from the General Manager.
在上交到总经理批准之前，前厅部经理应该确保预定中不在协议价清单的特价房，都要取得总经理的特批。
- The guests who entitled for owner's rate must be approved by the coordinating person appointed by owner. The appointed coordinator has to provide name signature memo to hotel. All the reservations entitled owner's rate must be ordered by this nominated person. Front Office staff should obtain the signature of his/her via fax when guests check-in, and compare to the signature memo.
享受业主价客人的入住必须经由业主指定的联络人的确认。该联络人应提供签名留底于酒店。所有享受业主价的预订必须由此联络人给到预订部。前厅部员工在客人入住时，应通过传真等方式取得该联络人的签字确认，并且同签字留底进行比对。

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5. Complimentary rooms allocated for guest or house use requires the prior approval of the General Manager.
安排免费客房给顾客或者自用房之前必须经得总经理批准。

6. Room upgrades should be authorized by the General Manager on the recommendation of the Front Office Manager or Director of Sales, & Marketing. A decision to upgrade will be made because of the anticipated future benefit that will be gained by the hotel as a result.
前厅部经理或者市场营总监推荐的客房升级必须经得总经理的批准。决定的给出必须具备对酒店将来会带来可预见性的收益的前提条件。

7. Department Heads may consider it advisable to provide a complimentary cake, recreation membership or a lunch/dinner to an individual due to the volume of business generated, or to develop good public or government relations. They should discuss individual cases with the General Manager to get approval. Complimentary services or discounts are not to be authorized or promised by Department Heads alone without the prior approval of the General Manager.
各部门领导可以考虑提议提供免费蛋糕，会员，或者午餐/晚餐给个人由于带来的营业额或是为了发展公共关系以及政府关系。这样的情况应该分别与总经理进行讨论并得到批准。未经总经理批准的任何直接由部门领导批准的特价房或者免费房是不被允许的。

8. Recreation Club memberships or long term discounts if approved by the General Manager should always be given with an expiry date, for example, one year or six months. Renewals are not to be automatically made without commercially evaluating the benefits gained in the past and the likely benefits in the future.
俱乐部会员或者长期折扣一经总经理批准应该同时给出到期日，例如，一年或者六个月。续约不是自动给出的，并且需要对过去和未来的经济效益进行比对再决定是否给出。

9. Inter-company discounts, upgrades and complimentary services must be arranged between General Managers and always followed up in writing by the requesting hotel. Again it is expected that such requests are not over-used and confined to priority clients who generate a lot of business for a particular XYZ hotel.
公司内部的折扣，升级客房和免费客房必须在各个店总经理之间被安排，并且由邀请方提供书面申请。并且要保证这样的申请不要过度使用或者是妨碍到为酒店带来很高效益的重要顾客。