

	RESOURCE LIBRARY – ACCOUNTING Guest Safe Deposit Box	<i>CODE:</i> 05.01.042
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PURPOSE 目的


The purpose of this policy is to ensure that:
该政策的目的是为了 确保:

- All the keys/ codes of non-used Safe Deposit Boxes are properly controlled and kept in the Safe Deposit Room.
所有未使用的保险箱钥匙/密码应妥善管理并保管于保险箱室
- Safe Deposit Box master key/ code is properly safe guarded.
保险箱的万能钥匙/密码需要妥善保管
- Proper guideline in the authorization to drill the Safe Deposit Box when loss is reported of the key/ code by the Guest.
当客人的保险箱钥匙/密码遗失时，为撬开保险箱提供恰当的指导原则

POLICY 程序

1. NON-USED DEPOSIT BOX KEY CONTROL空置的保险箱管理

- Every day, the shift Duty Supervisor is responsible to prepare a Safe Deposit key check-list, which contains the following information:
每日，当班主管负责准备保险箱钥匙的检查表，该检查表包含如下信息：
 - Date.日期
 - Shift.班次
 - Time of checking.检查的时间
 - Mark “O” if the key is occupied by the in-house guests/house-use purpose.
住客使用或自用时应标识“O”
 - Mark “X” if the key is un-occupied.空置时标识“X”
 - Mark “V” if the key is found missing.钥匙丢失时标识“V”
 - Mark “N” if the key or box is out of order.保险箱或钥匙不可用时标识“N”
 - Prepared by (name and signature of the Duty Supervisor).编制（当班主管的姓名及签字）
 - Reviewed by (Income Auditor)审阅（收入审计）
- The Duty Supervisor should physically verify that any keys being not in the cabinet should be supported by the Safe Deposit Box Registration Envelope signed by the corresponding guest. Any missing key found should immediately inform to the Duty Asst. Manager for investigation and reported to the Director of Finance / Deputy Director of Finance and the General Manager in writing.
当班主管需亲自检查没有钥匙的保险箱登记使用的信封签字是否与使用者签字相一致。如发现任一钥匙遗失需立即上报值班大堂副理以作调查，并书面上报财务总监/财务副总监及总经理
- The Safe Deposit Key Check-list should be forwarded to the Income Auditor for further review and filing on the following day.
保险箱钥匙检查表应转交至收入审计以便进一步审核并于第二日进行存档

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2. SAFE DEPOSIT BOX MASTER KEY CONTROL 保险箱母钥匙的管理

- The safe deposit master key when not in used must always be kept under lock and key.
保险箱万能钥匙在不用时必须锁起
- The spare master key is kept with the Director of Finance in his safe in a sealed envelope.
备用的万能钥匙应密封在信封中并由财务总监锁在其保险柜内

3. AUTHORITY TO DRILL THE SAFE DEPOSIT BOX 撬开保险箱的授权

- A “Authority To Drill Safe Deposit Box” form (or an authorization letter) must be duly completed by the respective person concerned before accepting any request from the guest to drill open the Safe Deposit Box due to the key being misplaced.
在收到客人因钥匙丢失而要求撬开保险箱之前，相关人员必须按时完成“授权撬开保险箱”的表（或授权信）
- Under no circumstances is the Safe Deposit Box to be drilled without the consent of the guest, evidenced by his/her signature on the “Authority To Drill Safe Deposit Box” form.
如无客人的同意决不可撬开保险箱，并检查其在“授权撬开保险箱”的单上的签字
- The Duty Assistant Manager and the Security Officer should also to be notified and witness the drill, in the presence of the guest.
同时应通知值班大堂副理及保安主管，并在客人面前目击整个撬开的过程
- The cost of the damaged box should be fully responsible by the guest at the rate pre-determined by the Hotel, which is adjusted periodically according to the latest purchase value of reordering.
保险箱的损失费用应按酒店制定价格（该价格应根据记录的最新采购价格进行定期更新）的全额由客人支付