	<b>RESOURCE LIBRARY – ACCOUNTING</b> <b>Food &amp; Beverage Cashiering</b>	<i>CODE:</i> 05.01.046
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## PURPOSE 目的

This policy is to ensure a proper handling of cash in Food & Beverage outlets.  
 该程序是为了确保正确处理餐饮营业点的现金

## POLICY 程序

### 1. **ORDER TAKING 点单**

- Upon guest's order, server shall raise captain's order in triplicate. The following details shall be recorded:  
 根据客人的要求，服务员需填写一份一式三联的订单。以下细节应被记录：
  - Date 日期
  - Table No 台号
  - No. of persons. (indicate a (+) sign for subsequent orders) 人数（用“+”标明追加订单）
  - Server initial 服务员姓名
  - Quantity 数量
  - Items Description 所点物品名称

### **OLD MICROS 旧版系统**


- Forward all copies to F&B cashier who shall stamp on the 1st and 2nd copies of the captain's order, and return 1st and 3rd copies to the server while the 2nd copy is to be retained by the cashier.  
 将三联订单转交至餐饮收银，餐饮收银应在第一联及第二联上盖章并将第一联及第三联返回给服务员，同时保留第二联
- The kitchen's printer will print the orders the server just has keyed in.  
 厨房的打印机将打印出服务员录入的订单

### **NEW MICROS 新版系统**

- The server will key in the order into the POS machine.  
 服务员将订单录入到点菜系统
- The kitchen's printer will print the orders the server just has keyed in.  
 厨房的打印机将打印出服务员录入的订单

### **ORDER TAKING CONT. 增订点单**

- Separate captain's orders to be raised for additional Food and Beverage orders.  
 额外的酒水订单应与食品订单分开
- F&B cashier shall validate charges immediately on the guest check and cross-reference by writing the guest check number on the respective captain's order.  
 餐饮收银应根据客人的水单立即算出其消费额并参照写于客人水单上的单独的食品订单进行核对

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- The 2nd copy of the captain's order shall be attached to the respective guest check and placed in the respective pigeon-hole.  
订单第二联应与客人的水单订于一起并放在相应的账单格中
- All cancellation of items or guest checks must be authorized by the respective Restaurant Manager/Assistant, with the reasons clearly stated on the guest check or captain's order if the order has not been validated on the guest check.  
所有取消的菜品或取消的订单必须要有餐厅经理/助理的授权，并在订单或点单上注明原因（如果该项目还未在订单上确认）

## 2. **SETTLEMENTS 结账**

- Upon guest's request for settlement, server shall request the bill from F&B cashier and check items posted on guest check to ensure that charges are correct before presenting to guest for payment.  
当客人要求结账时，服务员应到餐饮收银处拿账单并在递给客人要求其付款前根据客人的订单检查账单上所列的项目是否准确
- Server shall return with payments to cashier for processing.  
服务员应将结账方式交回收银处作进一步处理

### **TYPE OF SETTLEMENTS 结账方式**

- Cash Payment - server shall wait for the bill and check the change if any before returning to guest.  
现金结账——如有余额需返还客人，则服务员应等着结账并检查所找的零钱
- Room Account - server shall ensure that guest print Name, Room No. and sign on the guest check, and also request guest to show room key or check-in booklet to ensure that the guest is our in-house guest, before returning to cashier. Cashier shall enquire immediately from P.O.S. to ensure that the name and room no. matches with that written on the guest. Check before posting to the respective room folio. Should there be any discrepancy, the Restaurant Manager / Assistant must be notified immediately.  
挂房帐——  
服务员在将账单给收银前，应确认订单上打印的客人姓名、房号及签字，并要求客人出示房卡或入住单以确保该客为住店客人。收银员应立即从系统中查询登记的姓名及房号与手写的是否一致。在挂入房帐前检查。如有任何差异，必须立即通知餐厅经理/助理
- Employee Ledger - server shall collect the signature card and present it to cashier for imprinting on the guest check. Present bill to employee for signature.  
挂员工账——  
服务员应收集其签字样卡并交给收银以便刮刷在客人的订单上，然后将账单拿给员工签字
- Credit Card - cashier shall make an imprint of the credit card on the charge voucher and guest check. The procedure for acceptance of credit card shall be observed.  
信用卡结账——收银员应将信用卡刮刷在收费凭证及客人订单上。应注意按收取信用卡的程序操作
- City Ledger - All settlements to City Ledger must be duly approved by the Restaurant Manager / Assistant or Account Receivable Supervisor.  
挂账——所有以挂账形式结账的必须经过餐厅经理/助理或应收主管的批准

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### 3. GUEST CHECK DISTRIBUTION 宾客订单的派发

- Cash Payment 现付
  - 1st copy to guest. 第一联给客人
  - 2nd and 3rd copy to be retained by cashier. 第二联及第三联由收银保管
  
- Room Account 挂房帐
  - 1st copy to F/O cashier. 第一联给前台收银
  - 2nd and 3rd copy to be retained by cashier. 第二联及第三联由收银保管
  
- Credit Card/Employee/City Ledger 信用卡/挂员工账/挂账
  - All copies to be retained by cashier. 所有联均由收银保管
  
- All 3rd copies of guest checks are to be arranged in numerical order by the F&B cashier before submitting to Finance Department.  
在交给财务部之前，餐厅收银应按序号叠放好所有三联的客人订单