
	<b>RESOURCE LIBRARY</b> <b>HOTEL OPERATIONS - HOUSEKEEPING</b> <b>Minibar Procedures</b>	<i>CODE:</i> 03.05.070
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**Policy & Procedure:**

The mini bar is an additional service offered for guests to help themselves to items from the refrigerator in the room.

- Charges for guest’s usage are done by the Mini Bar Attendant who checks the rooms on a daily basis.
- There is a set par stock for all items available in the guest rooms.
- The replenishment of items consumed is done daily and recorded on the appropriate forms.
- Accounting and recording of losses and spoilage must be done promptly and explanations given.
- Forms used are as follows:
- Mini Bar Voucher – The form is in triplicate and is used to record the guest’s actual consumption. The three copies are distributed as follows.
  - The original is given to Front Office Cashier for posting and cross checking of charges.
  - The duplicate is the basis for replenishment stock and is attached as support documentation to the Mini Bar Voucher Control Sheet.
  - The triplicate copy is retained by the Mini Bar Attendant for future reference.
- Mini Bar Voucher Control Sheet – is used to summarise mini bar transactions for the day. The details of quantities is supported by the duplicate copies of the mini bar vouchers. These are then consolidated into the Mini Bar Consumption Summary.
- Mini Bar Consumption Summary – This form is to consolidate the quantities of consumption for the shift. The consolidated total of each item is the quantity to be replenished and to be requested in the Stores Requisition Form.
- Stores Requisition Form – This is prepared in duplicate and is then approved by the Department Head, items are then removed from the stores and areas are restocked.
- Breakage/Spoilage/Loss Report – Breakages, spoilage or losses and corresponding reasons of mini bar items must be declared by the attendant and approved by their Department Head. This is to ensure that irregularities are monitored and controlled by Department Heads.
- Inter Bar Transfer – Where items from the mini bar are used by other bars, or returned to stores or for purposes other than normal use as regular merchandise from the Guest Rooms, Inter Kitchen/Bar Transfer form must be completed and persons issuing as well as person receiving the items must acknowledge receipt in the Inter Bar Transfer Form.

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- Denied/Delayed Mini Bar Charge Report – There are cases where guests insist they did not consume anything from the mini bar or refuse to pay mini bar charges or guests have already left when mini bar bills are sent to Front Office. These are summarized in this report daily to inform management and appropriate action can be taken.
- Mini Bar Inventory Summary Form – At the end of the month stocks in guest rooms as well as in the pantries have to be counted and an inventory supplied to the accounts department.
- Mini Bar Allowance Summary – This report summarises the charges against mini bar sales due to denials, delays or reversions of charges to house account.
- Potential Mini Bar Sales and Cost Report – The report basically calculates the consumption of every mini bar item after considering requisitions, beginning as well as ending inventories, spoilages etc. Equivalent potential costs and sales values can be compared with actual figures to determine the corresponding variances. Negative variances going beyond the ideal level of 5% shall be thoroughly investigated.
- Mini Bar Charge Initiated at the Front Office Cashier – Guests who check out early can be charged at the Front Desk by the Cashiers. The original copy of the mini bar voucher is attached to the guest folio, the duplicate to the mini bar attendant to support requisition for replenishment and triplicate to accounting. Mini bar charges initiated at the Front Desk should be marked as coming from Front Office.
- See attached copies of various forms to be utilized.