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## MINI BAR PROCEDURES

### A MINI BAR SET UP

The mini bar is an additional service facility of the hotel wherein guests help themselves by taking items from the guest-room installed mini refrigerator. Charges for guests' usage are initiated by the room attendants who periodically conduct inventory count (usually twice daily) in the rooms to determine actual consumptions. Standard quantities of drinks and foodstuff are set up in specific types of rooms. This method facilitates the identification of items used by comparing actual stocks against standard set up.

### B REPLENISHMENT CONCEPT

When standard par stocks up in rooms and pantries are set up, replenishments will be done on an imprest system wherein stores requisitions are done to replenish the stocks consumed by guests. This way, the level of inventories would not unduly fluctuate. There has to be a proper matching of sales and cost - whatever items sold are correspondingly replaced by a stocks from the stores. Set up of newly opened rooms/ floors and for other purposes have to be requisitioned separately from the regular consumptions.

Accounting and recording of losses and spoilage must also be done promptly and reasons for such losses must be properly explained so that responsibility for their occurrence can be pinpointed. Where losses are due to gross neglect, these may be charged to the responsible staff. Periodic reports comparing actual versus potential sales have to be released periodically to update the management on the operating results.

### C. FORMS / REPORTS TO USE

1. Mini Bar Voucher (MBV)
2. Mini Bar Voucher Control Sheet (MBVCS)
3. Mini Bar Consumption Summary (MBCS)
4. Stores Requisition (SR)
5. Inter Kitchen / Bar Transfer (IKBT)
6. Breakage / Spoilage / Loss Report (BSLR)
7. Denied / Delayed Mini Bar Charge Report (DDMBCR)
8. Mini Bar Inventory Summary Form (MBISF)
9. Mini Bar Allowance Voucher
10. Potential Mini Bar Sales and Cost Report


### D. EXPLANATION OF FORMS / REPORTS

*D.1 Mini Bar Voucher* - The form is in triplicate and is used to record the guests' actual consumption both in quantity and amount. The three copies of the form are distributed as follows:

*D.1.a. Original* - copy is forwarded to the Front Office Cashier who will post the charges into the Guests' Folio. At the end of the day, the Night Auditor runs a report on all sales arising from all outlets, including details of mini bar sales for the day.

*D.1.b. Duplicate* - is the basis for the room attendant in summarising items consumed for replenishment. This is attached in support of the Mini Bar voucher Control Sheet.

*D.1.c. Triplicate* - is retained by the Mini Bar attendant as file for future reference.


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- D.2 Mini Bar Voucher Control Sheet (MBVCS) - is used to summarise mini bar transactions (quantities and sales values) of guests in a floor. The details of quantities summarised as consumed is supported by the duplicate copies of the mini bar vouchers used. Both the duplicate copy of the MBV and MBVCS are forwarded to the Room Service Supervisor who consolidates these into the Mini Bar Consumption Summary.*
- D.3 Mini Bar Consumption Summary (MBCS) - is a form to consolidate the quantities of consumptions from all floors. In effect, it summarises all MBVCS for a certain shift in a day. The consolidated totals of each item shown in the MBVCS is the quantity to be replenished and to be requested in the Stores Requisition Form.*
- D.4 Stores Requisition Form - is prepared in duplicate by the Mini Bar supervisor and when approved is used to withdraw stocks from the storeroom and brought to the guest rooms for set up.*

Should there be items previously requisitioned but not issued due to some other reasons or where there is a need to set up newly opened guest rooms, a separate requisition form shall be raised and the reason for such requisition must be indicated therein.

### **Mini Bar Supervisor**

- D.5 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 a regular merchandise from the guest rooms, Inter Kitchen / Bar transfer forms must be completed and persons issuing as well as person receiving the items must acknowledge receipt in the Inter Kitchen / Bar Transfer Form*
- D.6 Breakage, Spoilage, and Loss Report - Breakages, spoilage or losses and corresponding reasons of mini bar items must be declared by the attendant and approved by his/ her department head. This is to ensure that irregularities are monitored and controlled by department heads.*
- D.7 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 either fully or partially, or guest have already left when mini bar bills are sent to Front Office for posting in which case, there is no way to charge the guest. Incidence of the above are summarised in this report daily to inform management so that corrective measures can be drawn and implemented.*
- D.8 Mini Bar Inventory Summary Form - At the end of months or sooner when required, stocks in guest rooms as well as in the pantries have to be counted by responsible persons who have access to the rooms in coordination with accounting/ cost control staff. The form simplifies the consolidation of stocks by room, floor or hotel.*
- D.9 Mini Bar Allowance Summary - This report summarizes the charges against mini bar sales due to denials, delays or reversions of charges to house account.*
- D.10 Potential Mini Bar Sales and Cost Report - The report basically calculates, among others, 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.*

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*E. 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 folio, the duplicate to the mini bar attendant at Housekeeping to support requisitions for replenishment of items sold and triplicate to accounting. Mini Bar charges initiated at the Front Desk shall be marked as coming from Front Office.