



Please read the following form and keep it as reference. Sign the last page and fax it to your instructor.

SHARI'S MANAGEMENT CORPORATION

CASH HANDLING PROCEDURES

Guest Check Procedures

1. Only a manager can delete or discount an item from a guest check for which guests are dissatisfied. All changes to a ticket that has been sent to the kitchen must be made by the manager on duty (this does not include added on items).
2. When a guest requests a receipt, they may keep the actual guest check.
3. All food and beverage items are to be entered into the POS system, including "coffee only" guests at the counter.

Register Procedures

1. The standard time for taking cash from a guest is within 15 seconds from the time they are ready to pay. Remember, the service they receive when they are ready to pay is their last impression of their visit with us.
2. Money given to you by the guest to pay their bill is to be left on top of the till until you have counted back change and the guest is satisfied that the change is correct. If the guest leaves payment on the table, you must close that check immediately at the front register.
3. If a guest asks you to take care of their money and guest check while they are seated at the table, take the guest check to the till and pay the ticket. Take their change and the original ticket to the table to show them what you have rung up. Do not close check at any terminal but the cash register.
4. You are required to verbally count back a guest's change on each and every transaction.
5. Handle only one transaction at a time to avoid confusion and limit the possibility of being short-changed.

6. Employees are not allowed to cash in tips, or sell bills or change to the till, unless requested and supervised by the manager.
7. The guest count numbers entered into the POS system are used by the manager as a tool to schedule properly and for historical purposes. Therefore, it is important that they be accurate.
8. It is very important that payment type be entered into the POS system. Credit cards, checks and cash must be entered as such.
9. If you receive a check override message, always answer “NO” and close the check on the station where it is open.

Checks and Credit Cards

1. Checks are accepted only in special situations and must be approved by the manager. Checks must be accompanied with picture ID.
2. Tips left on credit cards will be dispersed after the till pull.

Certificates and Discounts

1. Be My Guest Checks must be endorsed by the person redeeming them, stapled to the closed check and placed under the till.
2. Change is to be given on the un-used portion of Gift Certificates.
3. No change is to be given on the un-used portion of Certificates of Achievement, Cooperation, or Appreciation. They are to be stapled to the guest check and placed in the till.
4. If a guest wishes to purchase gift certificates, you must get the manager or person in charge to handle this transaction.
5. All guest checks paid with a discount or any tender other than cash must be coded to the proper POS discount code, stapled to the documentation and placed in the register.

Honored Card Discounts

1. Honored citizens are to receive one stamp on their card for each honored meal purchased. You may stamp their card for regular meals as long as they were ordered by an honored citizen and it was a full meal. Stamps should be initialed by the cashier in space provided.
2. A full Honored Citizen's Card is redeemable for one meal with beverage from the Honored Citizen's menu. If more than one meal was ordered, the higher priced meal is deducted. If a regular meal was ordered, you may deduct the price of the highest priced dinner from the Honored Citizen's menu.

Employee Meals and Discounts

1. Employee meals must be discounted by the manager and are to be paid for prior to cooking. After paying, employee meal tickets are to be placed in the register.
2. Employee 30% (off duty) discounted checks must have the employee's signature and employee number present. Employee 30% discounts are available between 6AM-Midnight.

Lottery

1. Prior to paying, all lottery tickets must be validated and winnings must be paid from the validation slip, not the guest's cash receipt. After paying, make a tear across the bar code, staple the cash slip and the validation slip together and place in the lottery till.

After reading the entire document, sign this page and fax it to your instructor.

A "Cash Handling Procedures" sheet should be given to each employee who has access to the till. After reviewing, the employee is to sign the Acknowledgment Receipt below. This signifies that the employee has read and agrees to abide by these policies. The signed receipt is to be placed in the employee's file, located in the manager's office.

Acknowledgment Receipt

I have received and read the Cash Handling Procedures handout and agree to perform in compliance with these standards.

I understand that theft of any kind is grounds for immediate termination. Negligence, falsification, and violation of these standards can result in immediate dismissal or other disciplinary action, including formal documentation in my employee file.

Employee Signature

Print Name

Date