

**WYNDHAM®**

Dubai Marina

Title:

Issue No:

Effective/Rev Date:01/11/2016

Approved by (DOF): Manish Gehani


SOP Number:

30

(FINANCE) STANDARD OPERATING PROCEDURE**TASK: CASH / CREDIT CARD / CHECK HANDING PROCEDURE FOR F&B OUTLETS**

STEP	STANDARD
<ul style="list-style-type: none"> • Cash Handover /Take over 	<ul style="list-style-type: none"> • At the end of every shift cashier has to drop the cash as per the micros report and the float should be handover to the next shift, same should be recorded in the log book with the cashier's signature.
<ul style="list-style-type: none"> • Tips 	<ul style="list-style-type: none"> • Credit Tips: Credit card tips should be posted at the time of closing the check, and the credit card slip needs to be signed by the guest. • Cash Tips: <ol style="list-style-type: none"> 1. Cash tips should be dropped in the tips box at the same time. 2. Cash tips should not be kept in the cash float.
<ul style="list-style-type: none"> • Checks 	<ul style="list-style-type: none"> • All the checks should be attached Period wise (Breakfast, Lunch & Dinner) with the micros reports along with the period wise excel format. • At the end of the shift all the cashier has to check if there is any check opened in the system which need to be close or hand over to the next shift same has to be mentioned in the log book.
<ul style="list-style-type: none"> • Micros Card 	<ul style="list-style-type: none"> • Micros card should be use by the concern person for all the transaction
<ul style="list-style-type: none"> • Complementary/ Entertainment 	<ul style="list-style-type: none"> • ENT Checks: ENT checks should be signed by the authorize person and same should be submitted to the finance department on daily basic. • Complementary Checks: All the Comp checks should be approved by the F&B Manager and same should be submitted to

	the finance department.
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	(FINANCE) S T A N D A R D O P E R A T I N G P R O C E D U R E	

TASK: CASH HANDLING

STEP	STANDARD
<ul style="list-style-type: none"> Discount Void Checks Credit Card 	<ul style="list-style-type: none"> All the discount checks should be approved by the F&B Manager. Void checks should be dropped to Finance department with the void reason report on daily basis and same should be approve by the F&B Manager. Credit card transactions should be posted in the respective folio. For instance. (Visa to be posted in Visa folio and master to

<ul style="list-style-type: none"> Night Audit/ End of the day 	<p>be posted in Master)</p> <ul style="list-style-type: none"> Pre auth should be completed and attached with the checks accordingly. All the credit card slips should be attached with the same checks. X report (detailed report) and Z report should be taken from POS and submit the same to finance department along with RVC report. During the Night Audit Process outlet cashier has to coordinate with the Front office before raised any check. RVC report, credit card x and z report, along with all the backup should be submitted to the finance department.