**Department:** Food and Beverage

**Date:** July 2019

**Applies to:** All service team members

**Criteria:** End of shift check closing accounts

**Purpose:** To ensure that all servers have no remaining checks open and that all charges are accounted for during their shift.

**DURING YOUR SHIFT**

During your shift, **you will input all items** required through the bar and/or kitchen into our POS (Point of Sale) system.

To be very clear:

**Nothing is generated in the kitchen or at the bar without a POS check/order being generated for the item.**

*We need to be able to track our inventories and products, as well as our sales and house accounts through our POS system. The only way we can do this is by everyone ensuring that all items are accounted for that go out to the tables.*

There are several ways to close out a check.

**Cash** – guests paying cash for their services. All registered cash will be dropped with your paperwork. Every guest will receive a receipt for their payment and ***NEVER ASSUME OVERPAYMENT IS A TIP***. Always bring the remaining cash/change back to the guest who paid the bill.

**Credit Card** – guests paying with credit cards will have their credit card information processed table side or in front of them at the bar. Some guests are very sensitive to losing sight of their cards. Please keep this in mind when dealing with guests, as some can be very particular or sensitive to this.

**Debit Card** – all debit cards are accepted as a form of payment.

**Gift Certificates** – either offered or pre-paid and given as gifts, gift certificates are a form of payment and should be treated as cash. We will not provide any cash back for gift certificates. Any balances remaining on a gift certificate cannot be returned as cash. Only original gift certificates signed by an authorized hotel representative will be accepted. We do not accept copies of or telephone snap shots of a persons gift certificate, only the originals will be accepted. If someone has forgotten their gift certificate, they can pay as a normal guest and then mail us the actual with information about their meal (date, amount, form of payment) and we can reverse the charge upon receipt of the original.

**Checks** – unfortunately we are unable to process any checks as a form of payment.

**Travelers Checks** – used very rarely these days. A travelers check must be signed by the person who originally signed the checks at purchase and both signatures must match, without question. Any overpayment of funds will be returned to the guest as cash in US currency.

**Room Charge** – guests staying at the hotel have the ability to charge restaurant purchases to their room, providing they have some form of credit on the room (cash deposit, credit card) which has been provided to the front desk. Occasionally groups will dine and separate checks or rooms will be involved. It is imperative that the correct rooms and amounts are applied to each persons room/account and that credit is established. This will show up in the daily “cash-only” sheets that are provided at the terminals or will be verified through the POS screen. If 3 or 4 people are sharing a room, we must be sure that the proper person’s charge is posted to the proper account in the POS/PMS. Guests may also decide to pay partially in cash and charge part to the room.

**House Charges** – from time to time, the hotel will pay for or take over the charges from guests who dine with us. There are several ways/reasons for which this happens:

* Managers of the hotel will be dining with potential business clients or local business leaders or guests that the hotel will be paying for.
* There may also be times when the hotel will host certain people to encourage doing business with us, we will also pay for this.
* Ownership will take over the payment for certain VIP’s/other owners.
* The General Manager may indicate that we are hosting certain guests.

The server will take care of these guests as they would any normal paying customer. Anytime a house charge is to be applied, several pieces of information must be provided to the server handling the check:

* Whoever is authorizing the “house charge” must sign for the check and sign the check.
* That same person must indicate an account to where the check will be posted/closed out to
  + Sales
  + Goodwill
  + Food and Beverage
  + Marketing
  + Ownership
  + GM Account
* That same person must indicate a reason for the check (guest satisfaction/guest recovery/potential client/past business) and sign the check upon completion of the service.

**\*\*\*NOTE: TIPS FOR HOUSE CHARGES (SUGGESTED)**

Tips for house charges will be provided at a fixed rate of 15% gratuity to the bill for the server.

– TBD – MARK/LINDA

At the end of your shift, in order to “bank out,” there are to be no remaining open checks in the POS system under your name, nor any transferred checks that are still open that were generated through you.