Department: Food and Beverage

Date: June 2019

Applies to: All Service Team Members (Server, Bartender, Hostess)

Criteria: POS

Purpose: To ensure that all sales items are accounted for through proper use of the POS

The Independence Hotel uses an electronic “Point of Sale” (POS) in order to track sales, server revenues and menu item history, as well as the method to order beverages and food items.

**No food or beverage items will be generated unless ordered through our POS.**

Every menu item will be wrung up in the POS. Regardless of method of payment or who will be paying for the item (guest/hotel/management) all items will be processed through the POS. Once a POS check is opened, it will have to be closed out in one of the following transactions:

There are several methods of payment that will be used:

* **Cash Payment**: *Guest(s) pay for goods/services using cash.*
  + Servers should verify large bills with a marker
  + Any and all change due to the guest will be returned to the guest
    - Do not assume the balance is your tip
  + Cash checks are registered in the POS and on your reports and all cash will be dropped in the safe with the rest of your paperwork
* **Room Charges**: *Guest(s) sign their bill while indicating their room number and have the check closed out to their room bill.*
  + Servers need to ensure that guest names are legible and room numbers are correct as soon as possible.
  + Room charges must be signed and zeroed out to a valid guest room
  + Breakfast checks need to be closed out as soon as possible to ensure that the charges are posted to a departing guests folio. Do not wait to close out checks.
  + All room charges need to be separated in your paperwork and indicated as such preparing your end-of-shift paperwork
* **Credit Cards**: *Credit card payments are charged immediately upon the completion of the guests service to the credit card provided by the guest*
  + Servers need to ensure that the card is valid – not expired
  + The credit card is accepted by the hotel
  + The signature on the credit card matches that of the signed check
  + Look at the credit card and use the guests name upon returning it to them
  + Credit cards need to be separated and indicated as such upon preparing your end-of-shift paperwork

**\*\*NOTE\*\***

Guests are growing ever increasingly concerned about the server handling of their credit card. Should a guest wish to ensure that their credit card is not out of view during the close out process for the credit card, DEPENDING ON OUR SYSTEM – YOU MAY ASK THE GUEST TO ACCOMPANY YOU WHILE PROCESSING THE CREDIT CARD OR YOU CAN BRING THE POS TABLET TO THE GUEST TABLE.

* **House Charges**: *House charges are charges that the hotel/restaurant will be handling the payment for.*
  + Any house charges/checks need to have the approval, signature of a manager and reason for the charge
  + The type of charge will need to be indicted on the check: (see list of applicable accounts for house charges) guest recovery, marketing, sales, front office, food and beverage, etc., along with the reason for the charge

Prior to ending your shift as a server or bartender:

* All your checks need to be closed. No exceptions
* No checks are to be left open in the system or else you will be responsible for the payment
* Applicable payments need to be totaled and indicated on the “End of shift” paperwork
* All “house charges” must be signed by a manager and closed out accordingly