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1 Clock In / Sign In

STEPS	HOW TO'S	HINTS	STANDARDS
1) Clock in.	a) Upon arrival at the property, clock in at security and/or appropriate department.	*Be punctual.*	**Cashiers report to work15minutes prior to the start of work duties.**
2) Sign attendance record.	b) Write or print your name clearly.	*If a pencil is used it can be erased.*	**Pen used.**
			Properly groomed, uniformed and name tag worn.

Task 14: Make The Sofa Bed *(continue)*			
STEPS	**HOW TO'S**	**HINTS**	**STANDARDS**
1) Collect supplies needed to function at workstation.	a) Collect the following supplies • Paper • tip distribution sheet • cashier;s cash deposit envelope • credit card slips • stapler & pin • rubber • pen / pencil • manual check		

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Task 3: Collect and Count Float			
STEPS	**HOW TO'S**	**HINTS**	**STANDARDS**
1) Collect and Count float.	a) Go to location of safety deposit box. b) Give you key to the safety box attendant. c) Collect your float box and key from attendant. d) Report back to the Cashier's Office to count your float. e) Separate float by denominations. f) Count each denomination and record on sheet. g) Total figures on sheet using adding machines.		**Money must total the contracted amount.**

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Task 4: Buy Change			
STEPS	**HOW TO'S**	**HINTS**	**STANDARDS**
1) Exchange monies with General Cashier.	a) Record on a blank paper the total amount to be changed and the amount needed in each denomination. b) Give the General Cashier monies to be exchanged. c) Count monies received for accuracy in front of General Cashier.	*E.g. Total $150.00* *$100.00 in ones* *$30.00 in quarters* *$10.00 in dimes* *$5.00 in nickels* *$5.00 in pennies*	**The monies exchanged equal in value.**

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Task 5: Report to Workstation			
STEPS	**HOW TO'S**	**HINTS**	**STANDARDS**
1) Call for security	a) Contact the Security station. b) Identify yourself, your location and where you need to go. c) Wait for security to arrive and go with Security to your assigned workstation.	*Make sure all supplies Are with you.*	**Security escort when travelling with money.**

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Task 6: Prepare Work Area			
STEPS	**HOW TO'S**	**HINTS**	**STANDARDS**
1) Clock into Point of Sale system	a) Use a key or card to open Point of Sales System.		
2) Secure float into cash draw	a) Open the Cash draw and place money in separate slots by denomination b) Close and lock the draw and keep key on self at all times.		
3) Ensure that all necessary supplies are in place	a) Check that the Point of Sale System has sufficient paper. b) Ensure that the following are in place and accessible: • stapler & pins • pen / pencil • garbage bin • message pad • manual checks • tip distribution sheet • cashier reconciliation report	*Supplies should be Easily accessible*	**Supplies on hand at work area.**

Task 7: Settling a Check By Cash			
STEPS	**HOW TO'S**	**HINTS**	**STANDARDS**
1) Collect cash and open check.	a) Accept cash and copy of open check from guest or server. b) Count the cash and verify the amount with server or customer. c) Ensure that it is sufficient to cover the total amount due: • If the amount received is insufficient, inform the guest or server and tell them how much extra is needed		**Cash received must cover the check total.**
2) Close Check	a) Enter the amount received into the Point of Sale System and close the check. b) Print the settled check in duplicate. c) Give one copy to guest as a receipt and the second copy to file.		

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Task 7: Settling a Check By Cash (continued)			
STEPS	**HOW TO'S**	**HINTS**	**STANDARDS**
	Carefully count the Exact amount of change due and give to the server or guest.		**Change returned must be accurate.**

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Task 7: Closing Check – By Room Charge			
STEPS	**HOW TO'S**	**HINTS**	**STANDARDS**
1) Collect Room Charge Card and open Check	a) Accept Room Charge Card and open check from guest or server.		
	b) Check the validity of the card.		**Current departure date**
	c) Departure date		
	d) Signature		
2) Close Check	a) Enter the amount received into the Point of Sale System.		
	b) Verify name and room number compares with room charge card		**Room number and name on card match with room number and name in Point of Sale System.**
	c) Close and print copy of the check		
	d) Have guest sign, print name and room number on the closed check.		
	e) Compare signature on the Room Charge Card.		
	f) Return Charge Card to the guest.		
	g) File check.		

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Task 7: Closing Check – Credit Card			
STEPS	**HOW TO'S**	**HINTS**	**STANDARDS**
1) Collect credit card and open check.	a) Accept credit card and open check for the guest		
	b) Check the expiration date on card.		**Valid expiration date.**
2) Process credit card for payment.	a) Process credit card for approval.		
	b) Print approved credit slip voucher		
	c) Have guest sign the credit card slip.		**Signature on credit slip must match signature on the card.**
	d) Compare signature on voucher with signature on credit card.		**Name must be printed clearly and signature must match the credit card.**

Task 7: Closing Check – A&G			
STEPS	**HOW TO'S**	**HINTS**	**STANDARDS**
1) Collect Open Check.	a) Accept open check from employee or server. b) Note if there are any unauthorized A&G charges for the employee to pay. E.g. • Extra covers • Gratuities • Beverage		
2) Close Check	a) Close check to the A&G Account in the Point of Sale System. b) If applicable, close out the employee portion to the settlement type chosen. c) Print check in duplicate. d) Have the employee print name and sign the check. e) Give employee his copy and file second.		**Name printed clearly and signed.**

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Task 7: Closing a check – City Ledger			
STEPS	**HOW TO'S**	**HINTS**	**STANDARDS**
1) Collect Open Check.	a) Accept open check from guest or server. b) Get the name or the company name. c) Confirm with the Room Manager that it is an authorized Direct Bill.		
2) Close Check	a) Close check to the City Ledger in the Point of Sale System. b) Print check in duplicate. c) Have the guest print name or Company name and sign the check. d) Give guest one copy and file the other.		**Name printed clearly and signed.**

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Task 7: Closing Check – Coupon			
STEPS	**HOW TO'S**	**HINTS**	**STANDARDS**
1) Collect Coupon from guest along with the open check.	a) Accept Coupon form and check. b) Note what is covered on the coupon. • number or covers • gratuities • food • beverage • expiration date		**Coupon valid.**
2) Close Check	a) Post the coupon value into the appropriate ledger via the Point of Sale System. b) If the guest is responsible for any portion of the check ask them how they would like to settle it. (Process according to the standard.) c) Print the settled check in duplicate.		

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Task : Closing Check – Coupon (*continued*)			
STEPS	**HOW TO'S**	**HINTS**	**STANDARDS**
	d) Have the guest sign the settled check and print name and room number.		
	e) Attach coupon to the second.		
	f) File check.		

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Task : Closing Check – Complimentary			
STEPS	**HOW TO'S**	**HINTS**	**STANDARDS**
1) Collect Complimentary Form from guest along with the open check.	a) Accept complimentary form and check. b) Note what is complimentary: • number of covers • gratuities • food • beverage(# rounds) • authorized signature.		**The complimentary Slip must have an Authorized Signature.**
2) Close Check	a) Enter the amount received into the system and post to the appropriate ledger. b) If the guest is responsible for any portion of the check let them know and ask them how they would like to settle it. (Process according to the standard.) c) Print the settled check in duplicate. d) Have the guest sign the settled check and print name and room number.		

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Task : Converting to Manual System			
STEPS	**HOW TO'S**	**HINTS**	**STANDARDS**
1) Notify the Room Manager and the Cashier Supervisor the moment the system shuts down.	a) Inform the Room Manager the system is down. b) Call the Cashier Supervisor and inform he/she that the system is down.		**Room Manager and Cashier supervisor notified immediately.**
2) Ensure that the manual forms and sufficient check are on hand.	a) Record checks in sequential order on check sequence log sheet. b) Give checks to servers in sequential order. c) Have servers sign for all checks received. d) Inform servers to return any unused checks.		**Checks recorded in sequential order.** **Servers sign for checks issued.**
3) Issue manual checks to servers.	a) Put in place for use. b) Check sequence control log to record all issued checks (see table 2)		

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Task : Converting to Manual System (*continued*)

STEPS	HOW TO'S	HINTS	STANDARDS
	c) Check control log to record all close checks (see table 1.)		

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	Task 7: Settling a Check Manually - By Cash		
STEPS	**HOW TO'S**	**HINTS**	**STANDARDS**
1) Collect cash and open check.	a) Accept cash and copy of open check from guest or server. b) Count the cash and verify the amount with server or customer. c) Ensure that it is sufficient to cover the total amount due. • If the amount received is insufficient, inform the guest or server and let them know how much extra is needed.		**Cash received must cover the check total.**
2) Close Check	a) Carefully count the exact amount of change due and give to the server or the guest.		**Accurate change given.**

Task 7: Settling a Check Manually –By Cash (*continued*)			
STEPS	**HOW TO'S**	**HINTS**	**STANDARDS**
	b) Record on the Check Control Log Sheet Check number, the total check amount under cash, the gratuity and the total again under the total column. See Exhibit 1. c) Stamp Paid on the check and initial check. d) Give the guest a copy as receipt and file the second copy.		

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Task : Closing a Check Manually- By Room Charge			
STEPS	**HOW TO'S**	**HINTS**	**STANDARDS**
1) Collect Room Charge Card and open Check.	a) Accept Room Charge card and open check from guest or server.		
	b) Check the validity of the card:		**Current departure date**
	c) Departure date		
	d) Signature		
2) Close Check	a) Record check number and total check amount under Room charge on the Control Check Log.		**Room number and name on card match with room number and name in Point of Sale System.**
	b) Have guest sign, print name and room number on the closed check.		
	c) Compare signature with signature on the Room charge card.		
	d) Return Charge card to the guest.		
	e) File check.		

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Task : Closing a Check Manually – By Credit Card			
STEPS	**HOW TO'S**	**HINTS**	**STANDARDS**
1) Collect credit card and open check.	a) Accept credit card and open check from the guest. b) Check the expiration date on card.		
2) Process credit card for payment.	a) Process credit card for approval. b) Print approval credit slip voucher. c) Have guest sign the credit card slip d) Compare signature on voucher with signature on credit card.		
3) Close Check.	a) Record the following on the Check Control Log: • check # • total amount under the appropriate credit card column • the gratuity and the total again under total.		

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Task 14: Make The Sofa Bed			
STEPS	**HOW TO'S**	**HINTS**	**STANDARDS**

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STEPS	HOW TO'S	HINTS	STANDARDS