



Daily Closure Handling

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Objective and scope

The aim of this process is to guarantee the correct end of day closure in all Points Of Sale of F&B department and the correct execution of reviews and controls.

During the F&B daily closure review, the F&B responsible will review all the transactions, adjustments and free services of each point of sale and shift closure. The F&B Responsible will also review the cash counting and the shift change from all the Points Of Sale.

For critical transactions to be reviewed during the closing, it is important to remind that deductions, discounts and complimentary services from F&B will be always charged directly into BIRD system. For more detail see [Process Complimentary handling](#), [Discount handling](#) and [Corrections and deductions handling](#). When adjustments are included in the reservation, this will be done directly in NHS system.

Bear in mind that when discounts are done in BIRD system, the information will appear in NHS with the final amount without any information. For this reason we must follow the following standards procedures:

- 1.- If the method of payment is room charge, the discount will apply through NHS during check out.
- 2.- For all other collecting methods the discount will be applied at BIRD system.

Every F&B responsible will log in with his/her own user and password.

Summary

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 - 1.2 End of day review and approval
2. Related procedures
3. Documentation file requirements
4. Procedure validation



1 Operative

Responsible: F&B Responsible (and GM)

1.1 F&B file documentation review

The F&B Responsible will verify the correctness of the documentation file generated during the previous day / closed day. Please note there are strict legal requirements to keep all the relevant documentation (tickets, credit card supporting checks and relevant reports: HC01, payments) during a certain period of time, depending on the country. The F&B Manager is responsible for ensuring the availability of all the relevant documentation, according to the legal requirements. See Annex 1 for further information.

Cash will be counted at the end of the day and then transferred to the Front Office of the hotel. The F&B Responsible (and GM) will review that the cash counts are signed by F&B Shift responsible and Front Office (as a reception of the funds) and filed. Moreover he/she will review that there are no differences and will do random cash countings.

1.2 End of Day review and approval

The F&B Responsible (and GM) with all the information and documentation filed during the previous day, will review the adjustments applied (deductions, adjustments, discounts, price modification and complimentary services) and give a formal authorization for them. For this purpose the following reports will be used:

- [HT22 - Article price modification](#): Food and beverage price modifications not only up pricing but also down pricing, must be explained by the waiter who made the modification.
- [HT23 – Cancellations, Complimentary and Discounts](#): invitation tickets must be approved by the employee that requested it. Discounts must always be justified.
- [HT25 - Discounts and complimentary by remarks](#): report can also be used for this purpose.
- [HT24 – Ticket line cancellation](#): cancelations and production modification must always be explained by the waiter who made the adjustment.

The F&B Responsible will also check:

- All the charges must be transferred to NHS on a daily basis. Parked tickets in BIRD from previous days are strictly forbidden, are not allowed for more than 24 hours.
- All the F&B charges have the correct service code. For this purpose he will use the [afparte - Production Report](#).
- All the automatic charges from the previous day related to F&B. For this purpose the reports to be used are: the [ehlisuns - Balance by production service](#), the [ehstatu2 – Breakfast Status](#) and the [HC01 – Tickets Daily](#) in BIRD System.
- Deductions done by Front Office related to F&B. For this purpose the report to be used is the [afdeduc – Adjustments report](#). If the deductions are not correct, they will be discussed with Front Office and the client if applies.

If the Business Unit has implemented the dashboard in NHS, once done all the reviews, the F&B Responsible (and GM) will electronically approve the reports on the End Of Day Command option in NHS system. If the approval is physically given in paper, at least these reports will be physically kept in the hotel (apart from other requirements decided by each Business Unit).



Management
& Control

afparte	Production report
afparfec	Production report of the month
afdeduc	Adjustments
HC01	Tickets Daily
HT22	Article price modification
HT23	Cancellations, Complimentary and Discounts
HT24	Ticket line cancellation

2 Related procedures

Shift change handling

Complimentary handling

Discount handling

Corrections and deductions handling

3 Documentation File Requirements



NH-F&B documentation storage

Number of days of registration			
Country	Tickets	Production registers	Credit invoices
Germany	10 years	10 years	10 years
Austria	7 years	7 years	7 years
Switzerland	10 years	10 years	10 years
Hungary	8 years	8 years	8 years
Czech Republic	10 years	10 years	10 years
Romania	10 years	10 years	10 years
Slovakia			
Italy	10 years	10 years	10 years
Resorts	6 years	6 years	6 years
Spain	6 years	6 years	6 years
The Netherlands	7 years	7 years	7 years
Belgium	7 years	7 years	7 years
France	10 years	10 years	10 years
Luxembourg	10 years	10 years	10 years
United Kingdom	7 years	7 years	7 years
Mexico	10 years	10 years	10 years
Chile	6 years	6 years	6 years
Dominican Republic	5 years	5 years	5 years
Colombia	10 years	20 years	20 years
Argentina	10 years	10 years	10 years
Uruguay	10 years	10 years	10 years

USES DIFFERENT
SYSTEM (INSIST)



4 Procedure validation

Version	Corporate area	Approved by:		Approval date
1	Operations (Process Owner)	F&B Operation Manager Operations Control Director Chief Operations Officer	Thomas Bartz Anja Loijens Ramón Aragonés	March 20
	Internal Audit	SVP Internal Audit		
	Resources	SVP Human Resources SVP Purchasing		
	Strategy & Development	SVP Quality & Competition Chief Commercial Officer		
	Management Committee			Steering Minutes 16/04/2012