



# Shift Change Handling

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## Objective and scope

This sub process details the steps that the staff from F&B department must follow in order to carry out a proper change of shifts, prior of sale closures of the day. During this process, the shift responsible will have to review all the transactions, postings, discounts, deductions and complimentaries in the F&B point of sale.

Usually this process will be performed at the same time as the cash closure.

## Summary

1. Operative
  - 1.1 Complimentaries Review
  - 1.2 Deductions, discounts and corrections review
  - 1.3 Cash review
2. Templates and file
3. Procedure validation

## 1. Operative

### Responsible: F&B Shift Responsible

#### 1.1 Complimentaries review

The Shift Responsible will verify that all the complimentaries applied during the shift are correctly approved.

Therefore he/she will review the Waiter comments introduced during the shift. He / she will print the [HT23 – Cancellations, Complimentary and Discounts](#) report in order to review this comments and the total complimentaries during the shift ([HT25 - Discounts and complimentary by remarks](#) report can also be used). All the tickets must be signed by the requestor.

If the reasons for the complimentary are not clear the Shift Responsible will contact the Waiter that registered the complimentary for more explanation.



## 1.2 Deductions, discounts and corrections review

The Shift Responsible will verify all the deductions, corrections and discounts applied during the shift:

- Verify if the ticket is signed.
- Review the Waiter comments introduced during the shift. Print the [HT23 – Cancellations, Complimentary and Discounts](#) report in order to review this comments for all the deductions, corrections and discounts during the shift ([HT25 - Discounts and complimentary by remarks](#) report can also be used).
- [HT24 – Ticket line cancellation](#) will also be used to review the corrections during the shift. If a ticket is fully cancelled, the physical ticket should be kept with all the documentation of the shift, ensuring that there are sufficient explanations about why the ticket was cancelled.

The shift responsible will also review all the price modifications. Use the [HT22 – Article price modifications Report](#) and write the reasons for these modifications.

If the reasons for the adjustments are not clear, the shift responsible will contact the Waiter that registered the adjustment for more explanation..

## 1.3 Cash Review

The Shift Responsible will verify that the total amount collected through each payment method does match with the payment method informed in the system. Tickets without any valid collection method are strictly forbidden. The following information will be checked:

- Cash collected
- Total amount paid by credit card trough the credit card machines
- All the services charged to the room must have a receipt signed by the client as backup
- The rest of allowed payment methods: i.e cheques restaurant.
- Free of charge ticket must be signed by the requestor.

In order to perform this review, it is recommended to use [PD01 Daily tickets](#) (account pending) to verify that everything is correct and that the charges have been properly registered, this report shows any charges that have yet not been transferred to NHS. [HC01 report- Daily Tickets](#) must also be reviewed since this report shows charges that have been transferred to NHS.

Both reports need to be reviewed at the end of shifts.

For collecting process of cheques restaurant should be handling the invoice as another collection in credit card, with the exception that you do not have POS transaction. Daily closure, safekeeping, required controls, expiration date verification have to be handled as following the process of Credit Cards.

It should not be possible to close a ticket without collection method, neither should a waiter possible to do so in practice, nor should the system be able to close a ticket without any kind of collecting method.

The Shift Responsible will fill in the standard [F&B Cash template.xls](#) with all the shift cash collections and will sign it in the corresponding field.

If there are any differences an explanation must be included sufficiently explained and explicitly validated by the General Manager / F&B Manager.

Both the responsible for the starting and the one for the ending shift will sign the standard cash balancing template with the indicated amounts.

### Consignment at reception

At the end of each shift, the Shift Responsible will place the amount of cash collected in an envelope along with the standard cash form.

Organization Department – [Shift Change handling](#)



The envelope will then be handed to the F.O. together with the *HC01 report- Daily Tickets*, signed credit card receipts, signed room charges tickets and cheques restaurant (if any).

The Receptionist must count the amount given in by the F&B Shift Responsible, verify back up is correct and sign the template. If there are any discrepancies, explanation must be included in the standard form.

The original standard form will kept at Front Office.

#### Consignment at F&B cash

The F&B float will be kept at the F&B cash. No disposal of cash funds is allowed apart from the normal POS operations. The cash must be safe kept, no matter by whom (Reception or F&B Office)

## 2 Templates and file

All the reports and tickets used during the reviews must be filed at the F&B Office.

F&B must file a copy of the Cash Control Template signed by the F&B Responsible and the Receptionist.

Template or document	Responsible	Deadline
F&B Cash Template	F&B Responsible	18 months

## 3 Procedure validation

Version	Corporate area	Approved by:		Approval date
1	Operations ( <b>Process Owner</b> )	F&B Operation Manager Operations Control Director Chief Operations Officer	Thomas Bartz Anja Loijens Ramón Aragonés	March 2012
	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