F&B CASH HANDLING PROCEDURE HOTEL CASH HANDLING PROCEDURE Business Processes - Operations Updated July 2025 Responsible parties: F&B team and manager, FO team PRE-DAILY CLOSURE (BALANCE) RECOMMEND PRINTING BEFORE LAUNCHING THE FINAL CLOSURE PRINT AN OVERVIEW OF ALL TICKETS OF THE ROOM "X REPORT" WITH THE "SHIFT CHANGE" OR "SHIFT CHANGE EMPLOYEE" BUTTON IN POS F&B TEAM DOES THE TOTAL AMOUNT COLLECTED THROUGH EACH PAYMENT NO MEMBER MUST METHOD MATCH THE AMOUNT INFORMED IN THE SYSTEM? SORT OUT THE CAUSE OF THE = DIFFERENCE AND CREDIT CARD ROOM CHARGES CORRECT IT IN POS TOTAL CASH **OTHERS TOTALS** SIGNED + FLOAT L YES DAILY CLOSURE CHECK IF THERE ARE ANY OPEN TABLES IN TMSforPOS AND CLOSE ALL THE TICKETS. CLICK ON "CLOSE TILL" BUTTON FILL IN THE F&B CASH TEMPLATE WITH THE TOTAL AMOUNT IN CASH (INCLUDING THE FLOAT) AND IN THE REST OF PAYMENT METHODS AND PRINT PRINT THE "Z REPORT" - DAY CLOSURE REPORT IF YOU NEED 2 COPIES, 1 FOR FO AND 1 FOR F&B, YOU SHOULD MAKE A COPY DELIVER THE FOLLOWING DOCUMENTATION TO FRONT OFFICE: COPY OF THE "Z REPORT" - DAY CLOSURE REPORT COPY OF THE F&B CASH TEMPLATE CASH COLLECTED ROOM CHARGES RECEIPTS 4. CREDIT CARD RECEIPTS & PAYMENT TERMINAL'S CLOSINGS (IF THEY ARE FILED BY FRONT OFFICE) NO FRONT OFFICE MUST CHECK IF THE CLOSURE OF THE POINT OF SALE MATCHES THE AMOUNT SHOWN IN TMSforHotels



RECCOMENDED

Verify the cash balance at least once in each service or shift (print the "X REPORT" and fill in the F&B CASH TEMPLATE



MANDATORY

Verify the cash balance at least once in each service or shift in the Points of Sale with a dedicated team member in charge of the till (e.g. cashier)



MANDATORY

Perform a **POS CLOSURE** and deliver the money to Front
Office if the till is left
unattended between services
for a long time (security
reasons)

, YES

AS COMPLIANCE OF THE AMOUNTS DELIVERED AND RECEIVED, F&B AND FO TEAM MEMBERS MUST SIGN:

- F&B CASH TEMPLATE
- And optionally, the "Z REPORT" DAY CLOSURE REPORT

IF YOU NEED 2 COPIES, 1 FOR FO AND 1 FOR F&B, YOU SHOULD MAKE A COPY



THE HOTEL F&B RESPONSIBLE MUST ENSURE THE CORRECT FILING OF THE CASH COUNT AND CLOSING OF THE POS TOGETHER WITH ALL THE SUPPORTING DOCUMENTATION DURING THE PERIOD STIPULATED FOR EACH COUNTRY:

- SIGNED F&B CASH TEMPLATE (IF F&B TEAM FILE A COPY)
- "Z REPORT" DAY CLOSURE REPORT (IF F&B TEAM FILE A COPY)
- SIGNED "X REPORTS" AND <u>F&B CASH TEMPLATE</u> PERFORMED IN EACH SERVICE OR SHIFT (ONLY IF APPLIES)
- Credit card closing of back up terminals (if the outlet does not use the 3C Planet payment gateway)
- CREDIT CARD RECEIPTS & PAYMENT TERMINAL'S CLOSINGS (IF THE OUTLET DOES NOT USE THE 3C PLANET PAYMENT GATEGAY)
- SIGNED INVITATION TICKETS (CHECK END OF DAY REPORTS F&B PROCEDURE FOR MORE INFORMATION)
- SIGNED CANCELLED TICKETS (CHECK END OF DAY REPORTS F&B PROCEDURE FOR MORE INFORMATION)



THIS DOCUMENTATION MAY BE FOR INTERNAL CONTROL PURPOSES