



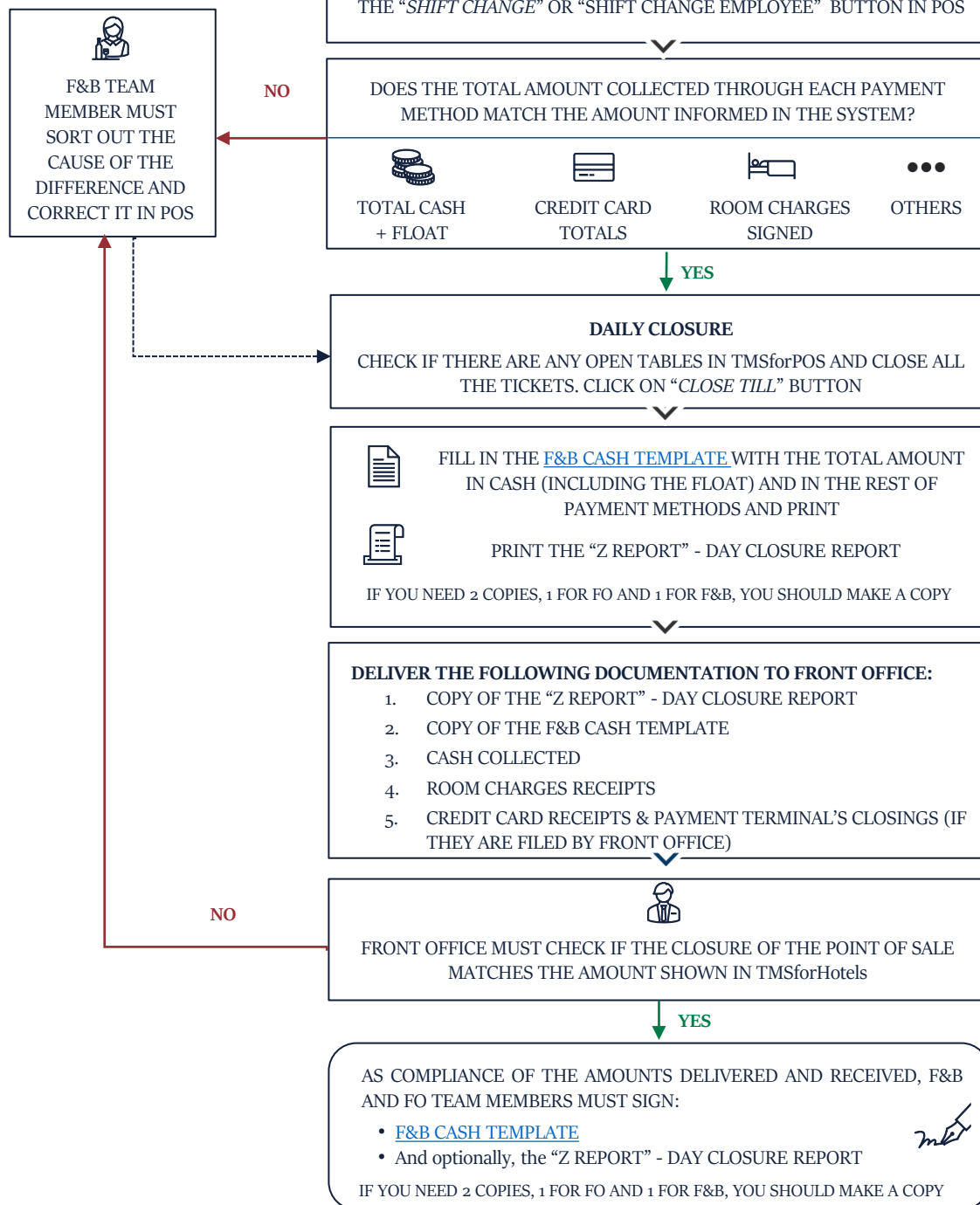
F&B CASH HANDLING PROCEDURE

HOTEL CASH HANDLING PROCEDURE

Business Processes – Operations

Updated July 2025

Responsible parties: F&B team and manager, FO team



RECOMMENDED

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)



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 [F&B CASH TEMPLATE](#) 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 GATEWAY)
- 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