



# Hotel Cash Handling Procedure

**May 2025**

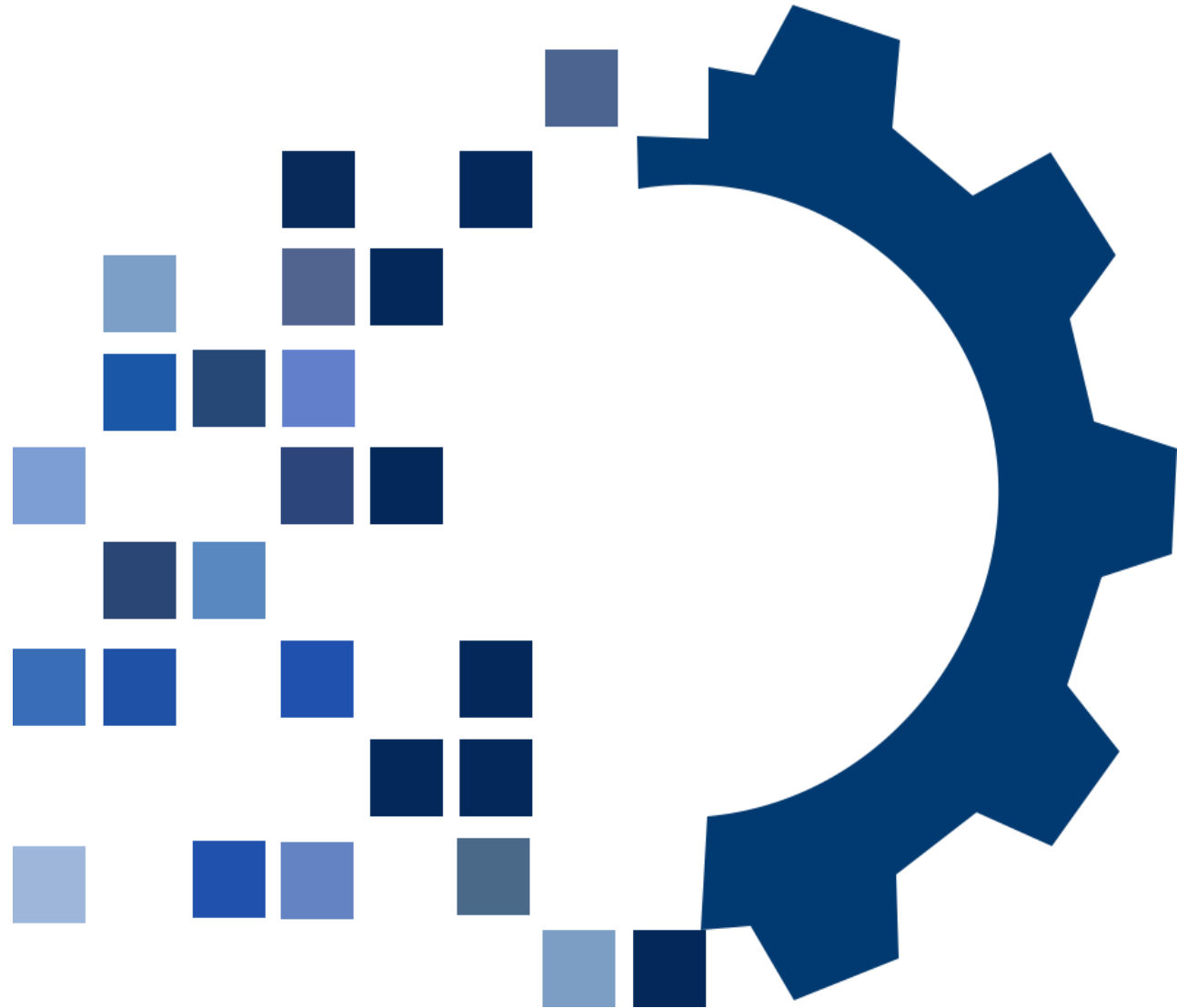


# Objective and scope

The purpose of this procedure is to regulate cash management at the Front Office and the different Points of Sale (POS) of the hotels.

It describes the tasks and duties related to cash movements, foreign currency transactions and cash balancing at each change of shift and at the end of the day.

**This procedure applies equally to all Minor Hotels Europe & Americas (MHEA) and only the exceptions herein will apply.**

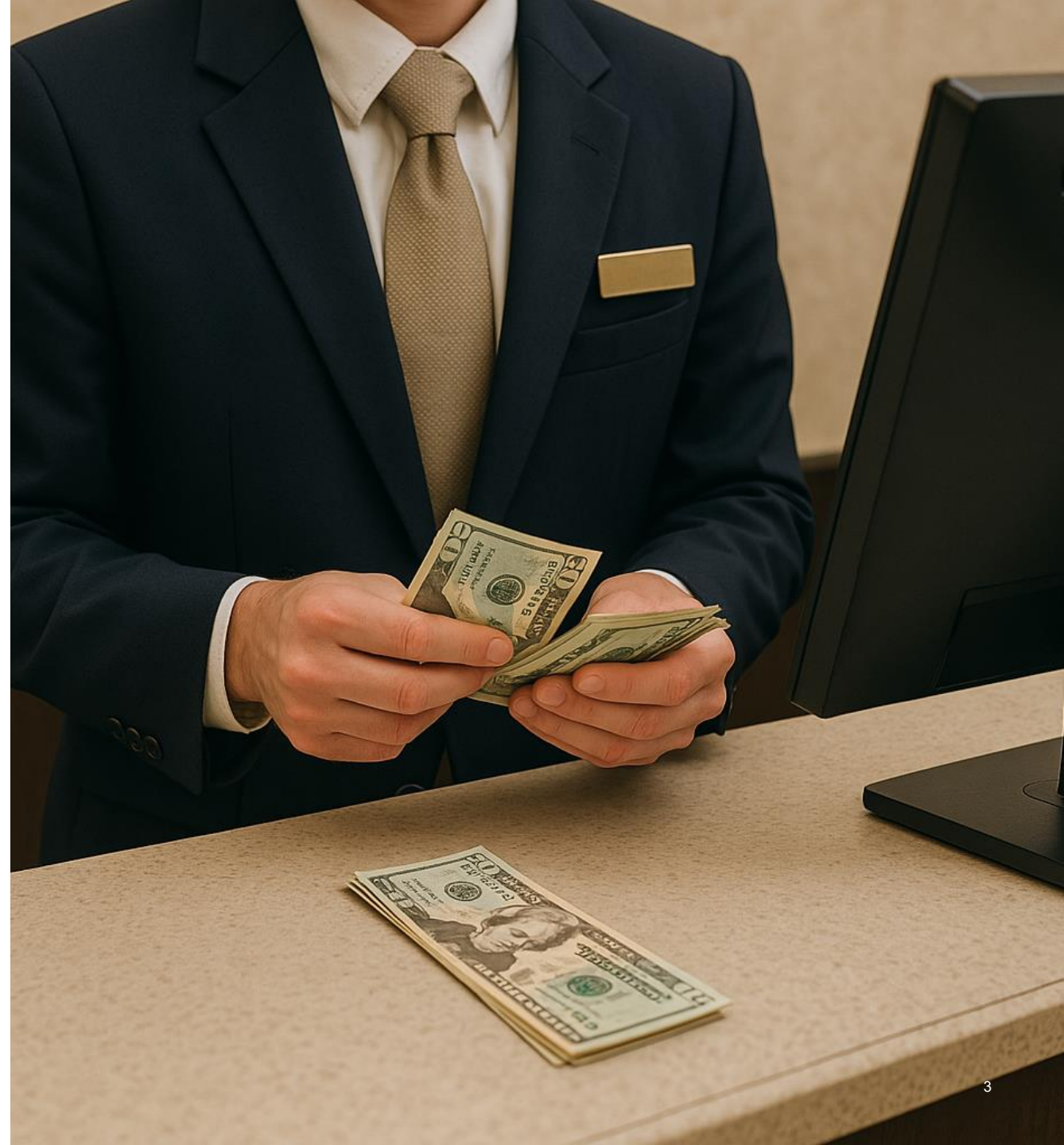


# Introduction


MHEA system (TMSforHotels) always maintains the balance of the tills and the detail of the cash movements equivalent to the physical cash balance. TMS reflects in real time all cash collections plus the established cash float.

The cash balance and corresponding breakdown will be shown by day and by Point of Sale (there will be separate Front Office, Restaurant/Bar, and any other POS cash balances); i.e., each cash drawer is managed separately within TMS.

⊘ It is not allowed, for any operational center in MHEW, to handle any cash drawer out of the system. All the hotel's tills must be managed in TMS.



# Content

 Click the blue boxes to access the corresponding documents in the [Digital Knowledge Workplace](#)

## PROCESSES & PROCEDURES

Cash float management

Cash payments from the Reception till

Paid out

Cash advances to crew members

Foreign currency

Cash reconciliation FO

F&B cash handling

Cash consolidation & bank deposit

## TEMPLATES

Cash float receipt

Cash count

F&B cash template

Cash withdraw receipt

Drop safe witness list

# Document control

<b>PROCESS:</b> Cash Handling in Minor Hotels Europe & Americas	
<b>SUBPROCESS:</b> Hotel Cash Handling	
<b>PROCESS OWNER:</b> Chief Operations Officer	<b>PROCESS LEADER:</b> Senior VP Operations

<b>Author</b>	Business Processes - Operations
<b>Date</b>	09/07/2012
<b>Last modification date</b>	29/02/2024
<b>Document version</b>	11

Minor Hotels Europe & Americas Approvals			
Name	Function	Date	Comments
Chief Operations Officer	Process Owner	09/07/2012	
Senior VP Operations	Process Leader	09/07/2012	
SVP Human Resources		09/07/2012	
VP Administration		09/07/2012	

Modification History			
Document Version	Date	Modified by	Comments
2	July 2014	Organization	
3	November 2017	Organization	Addition of internal control actions.
4	April 2019	Business Transformation	Update of control actions.
5	October 2019	Business Transformation	Update of Foreign Currency section.
6	November 2020	Business Transformation	
7	December 2020	Business Transformation	
8	February 2022	Business Processes	
9	April 2022	Business Processes	
10	April 2023	Business Processes	
11	February 2024	Business Processes	Update of look & feel for clarity and ease of use.
12	May 2025	Business Processes	Update of hotel level controls (ICFR)

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