

# FRONT OFFICE - Paid Outs



Developed by:	Michael Theng	Issued Date:	27/04/12
Last updated by:	Rooms Division Training Supervisor	Date:	18/03/16
Approved by:		Date:	
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## Procedure:

1. **SCOPE**

This procedure applies to all employees who have to pay cash out from their float for refunds of deposits to a guest or for any purchases (eg: Concierge Items). Also noted is the procedure to obtain cash advances from the DM float.
2. **OBJECTIVES**

To ensure all staff are proficient in issuing paid outs and to make certain that all paid outs are correctly issued and documented for accurate banking.

**Paid out** A cash payment, being either a refund of a deposit, or for the purchase of an item on behalf of a guest, the cost of which is billed to their hotel account

**Cash Advance** When the amount of cash required to fill a Paid-Out is larger than what the staff member has in their float. In this situation an advance (cash increase) can be given by the AFOM, FOM, FDM or DM from the Main float to provide extra funds.
3. **SPECIFIC DEFINITIONS**

**FOA** = Front Office Attendant  
**FOS** = Front Office Supervisor  
**DM** = Duty Manager  
**FDM** = Front Desk Manager  
**FOM/AFOM** = Front (Assistant) Office Manager  
**PER** = Crown Perth properties  
**MEL** = Crown Melbourne properties  
**MOP** = Method of payment
4. **RECORDS**

N/A

**Managers** – to ensure appropriate equipment and training in place to complete task.

**Supervisors** – to ensure staff adhere to procedure and any variants to the procedure are discussed with staff member & FOM. Ensure staffs are trained in procedure to a competent level and assist as required.
5. **RESPONSIBILITIES OF PERSONNEL**

**Employees** – are responsible to make certain that all charges (eg: Mini bar, breakfast) have been posted to cash paying guest accounts before processing a paid out. Staff are also responsible to make sure that all necessary receipts and documents are signed for banking paperwork when issuing paid outs.

**APPLICABLE DOCUMENTS**

CS-P-008 Document Control:

<http://compass/sites/corporate/Health%20Safety/CrownSAFE/CrownSAFE%20Procedures/Document%20Control%20CS-P-008.DOC>

CS-P-003 Health & Safety Training:

<http://compass/sites/corporate/Health%20Safety/CrownSAFE/CrownSAFE%20Procedures/Health%20and%20Safety%20Training%20CS-P-003.doc>

CS-P-116 Workplace Inspections:

<http://compass/sites/corporate/Health%20Safety/CrownSAFE/CrownSAFE%20Procedures/Workplace%20Inspections%20CS-P-116.doc>

CS-P-006 Incident Management:

<http://compass/sites/corporate/Health%20Safety/CrownSAFE/CrownSAFE%20Procedures/Incident%20Management%20CS-P-006.doc>

CS-P-001 Responsibility & Management:

<http://compass/sites/corporate/Health%20Safety/CrownSAFE/CrownSAFE%20Procedures/Responsibility%20and%20%20Management%20CS-P-001.doc>

CS-P-085 Manual Handling & Ergonomics:

<http://compass/sites/corporate/Health%20Safety/CrownSAFE/CrownSAFE%20Procedures/Manual%20Handling%20CS-P-085.doc>

Smart Moves Poster Register [CS-P-085D](#)

**Process**

Paid Outs are to be processed in Opera in the following two scenarios:

- when refunding a guest credit
- OR
- when a purchase is being made on behalf of a guest

**NOTE:** If a guest requests cash to be advanced from their account they should be directed to the nearest ATM.

**Step 1****Paid out to return a guest's Deposit**

Paid outs are most commonly processed to refund a guest credit on their account to bring their balance to zero upon departure.

- Before issuing any paid outs to a guest as a refund, the method of payment (MOP) provided for the initial deposit must be established

MEL ONLY: paid outs can only be processed to refund cash deposits

PER ONLY: as well as refunding cash deposits, paid outs are required to refund Cheque or Savings deposits processed on the EFTPOS pin pad

**NOTE:** all other refunds must be processed to the MOP provided upon check-in

- Ensure that all charges (e.g. Mini bar) have been posted on to the account
- Post a "Paid Out" by using the transaction code "**1910**"
- Enter the amount to be refunded and write 'Deposit Return' or 'Refund' in the reference field
- Print out an information copy for the guest to sign for our records as confirmation that the guest has received their refund of their cash deposit.

**NOTE:** Cash must only be refunded to the person who provided their ID on check in. This will ensure we know who to give the cash refund to as we will have their photograph on file.

- Ensure the cash being refunded is counted twice - once in the till draw and then again in front of the guest for accuracy.

<p><b>Step 2</b> <b>Paid Out approval requirements</b></p>	<p>When returning funds, the refund must be processed in one lump sum. Prior to completing the shift, the paid out paperwork must be reviewed and signed off as per the approval guidelines table below:</p> <table border="1" data-bbox="440 378 1430 631"> <thead> <tr> <th><b>Paid Out value (AUD):</b></th> <th><b>Paid Out to be approved by:</b></th> </tr> </thead> <tbody> <tr> <td>Up to \$500</td> <td>Front Office Supervisor</td> </tr> <tr> <td>\$501 - \$1,000</td> <td>Hotel Duty Manager</td> </tr> <tr> <td>\$1,001 - \$2,000</td> <td>Front Desk Manager / Chief Concierge / Front Office Manager</td> </tr> <tr> <td>\$2,001 - \$5,000</td> <td>Rooms Division Manager / Hotel Manager</td> </tr> <tr> <td>\$5,001+</td> <td>General Manager</td> </tr> </tbody> </table>	<b>Paid Out value (AUD):</b>	<b>Paid Out to be approved by:</b>	Up to \$500	Front Office Supervisor	\$501 - \$1,000	Hotel Duty Manager	\$1,001 - \$2,000	Front Desk Manager / Chief Concierge / Front Office Manager	\$2,001 - \$5,000	Rooms Division Manager / Hotel Manager	\$5,001+	General Manager
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<p><b>Step 3</b> <b>Paid out used to purchase an item on the guest's behalf</b></p>	<p>The second occasion where a Paid Out may be processed is when an item is being purchased on behalf of a guest. The table below lists the scenarios, limits and people who may be involved:</p> <table border="1" data-bbox="440 824 1430 1339"> <thead> <tr> <th><b>Paid Out value (AUD):</b></th> <th><b>Paid Out may be requested by:</b></th> </tr> </thead> <tbody> <tr> <td>Up to \$500 total <i>(per guest, per day)</i></td> <td>Concierge, Gaming</td> </tr> <tr> <td>\$500+ <i>(per guest, per day)</i></td> <td> <p>An email must be sent by the requesting department Supervisor or Manager to the relevant Hotel Duty Manager group address (in Melbourne, the email must also be sent to the relevant Hotel Front Office Supervisor group address).</p> <p>The email must state the full guest name and room number, and the estimated amount required.</p> <p><b>NOTE:</b> this request must be approved prior to processing the Paid Out; adhering to the approval guidelines in Step 2. If the approving Manager is off site, their approval may also be received via email.</p> </td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>• Post a Paid Out for the initial amount of cash given to the employee, with a description of the purchase</li> <li>• Ensure to count the cash once in the till draw and then again in front of the staff member for accuracy</li> </ul> <p>Once the employee returns with the receipt and any change for the purchase:</p> <ul style="list-style-type: none"> <li>• If the actual purchase amount is different to the Paid Out amount, reverse the initial Paid Out posting and re-post the correct amount with a description of the purchase</li> <li>• Ensure that employee who requested the Paid Out signs and writes their ID# on the final Paid Out invoice</li> <li>• Attach the receipt to the final Paid Out invoice, and if over \$500, attach a copy of the email</li> </ul> <p><b>NOTE:</b> If a department Manager requests cash for their department (not for a guest), the funds must be obtained via their Hotel's petty cash during business hours.</p> <p>If the funds are required outside business hours, a Paid Out may be processed on the DM Comp Account in Opera, following the process outlined in Step 3.</p>	<b>Paid Out value (AUD):</b>	<b>Paid Out may be requested by:</b>	Up to \$500 total <i>(per guest, per day)</i>	Concierge, Gaming	\$500+ <i>(per guest, per day)</i>	<p>An email must be sent by the requesting department Supervisor or Manager to the relevant Hotel Duty Manager group address (in Melbourne, the email must also be sent to the relevant Hotel Front Office Supervisor group address).</p> <p>The email must state the full guest name and room number, and the estimated amount required.</p> <p><b>NOTE:</b> this request must be approved prior to processing the Paid Out; adhering to the approval guidelines in Step 2. If the approving Manager is off site, their approval may also be received via email.</p>						
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**Step 4**  
**Employee float**  
**cash advances**

Should a Paid Out be required that is greater than the funds available in a float, the DM or FOM on shift must be contacted to arrange an advance from the supervisors float or other floats within the department; or if need be, from the main cage.

The FOA is to sign and provide their details upon receipt of the advance.

Large sums can be advanced from the Main cage. If payments such as these can be pre-empted it will avoid guest delays. Always have security escort you when carrying large amounts of cash.

Post this via Opera as a standard Paid Out process – see above.

PER:

A 'Front Office Due Back slip' (as shown below) must be completed and placed in the main safe when the cash advance is received.



**FRONT OFFICE DUEBACK SLIP**

DATE \_\_\_\_\_

NAME \_\_\_\_\_

SHIFT \_\_\_\_\_

REASON \_\_\_\_\_

AMOUNT \_\_\_\_\_

SIGNATURE \_\_\_\_\_

MEL:

The advance due back must be recorded in the Hotel Banking Float form.

CASH ADVANCES (Main Cage Advances)					
Date	Time	Amount	Cashier	Sup/Sign	Cash/Sign
	:				
	:				
	:				
<b>TOTAL</b>		\$	AUDIT USE ONLY		

All advances or due-backs must be resolved at the end of that shift.

For example, if you are advanced \$500 during your shift to cover a large Paid Out, your due back may need to be increased or decreased, or cash drop may be required to bring your float back to \$1000.