



CASHIERING EXECUTION

CASHIERING POLICY

When working on a cash register/POS system you are required to ring in all items the guest orders prior to serving the guest. This includes food, alcohol, and non- alcoholic drinks.

1. You will use your assigned Agilisys card to access your terminal
2. You will select “quick bar” and be prompted to the feature screen for the outlet you are working.
3. You will then ring in all ordered items before the item is made; hit Save Print to print a receipt or Save to send the check. If you are cashing out immediately select the appropriate payment type.
 - o Payment must be obtained at time service is given
 - o Each transaction must have a receipt

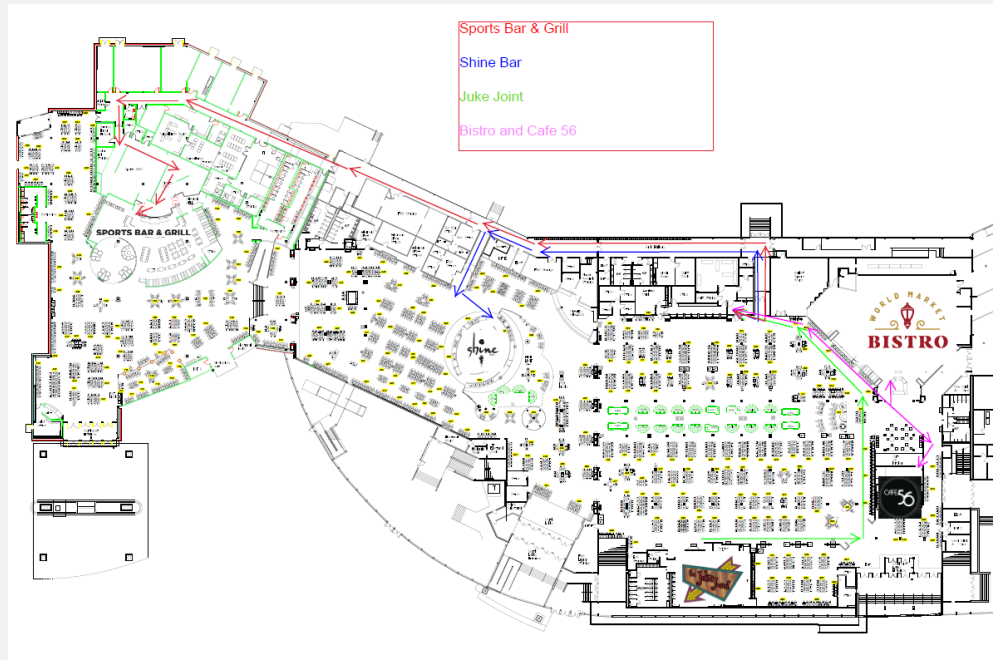
Feature Drinks	Wine	Bloung Draft	Bottled Beer	CKTL A-L	CKTL M-Z
Bourbo Whiske	Cordial	Scotch Cogna	Tequil Rum	Vodka Gin	N/A Bevs
Git R' Done	Monthly Drink	Monthly Premiu	Monthly Wine	Moon Drop	
Moon Me Rita	Shiner	Son of a Pea	White Ghost		
Apple Moonsh	Blueber Moonsh	Cherry Moonsh	Peach Moonsh	White Moonsh	
Credit Card Auth Accept	Author ize Cash	Loyalt y Check Label	Advan ce Seat # Modify Seat	Reorde r Drink Prep	Save Total Save Print

CASH HANDLING

1. After clocking in you will go to the main bank and check out a \$750.00 bank. You must sign for the bank.
2. You will count the bank down before calling for a security escort - if your bank is short or over report to the teller immediately; you are responsible for the money you check out.
3. You will dial extension 8389 and ask for a security escort from the main cage to your destination.
4. When security arrives, you are to walk in front of the security officer at no more than an arm's length away in the most open and direct pathway.
5. When you arrive at your destination, you will take all monies out of the drop bag and place at your register that you assign yourself too.
6. It is strictly prohibited to access another employee's money at any time
7. At no time will companies' monies and employee's monies be co-mingled. This includes making change for guest and trading in your tips for larger bills. Your bar back, manager, or supervisor can get change for you when needed.
8. If a guest pays you with a \$20.00 bill you must enter into the P.O.S system \$20.00 so the guest can see the exact change they should receive.
9. At the completion of your shift the bartender will return all monies into the drop bag and follow the procedures set in place for a security escort to the main cage - at no time will the employees' monies be counted in the outlet. All money is to be counted in the main cage only.
10. All banks are a blind drop. You will never receive a report on what you owe to the bank - it is your responsibility to keep up with all transactions made throughout the shift.
11. Force Balance - Any team member who is found to be "force balancing" will be subject to immediate termination. "Force balance" is considered using any means of changing the final bank total in order to balance the drawer. This includes but is not limited to, adding or taking away, any lose change from the drawer in order to balance.

CASH ESCORT

The team member moving funds will contact security on radio channel 2 or at ext: 8389 and request for a 10-14(escort). The team member will provide the starting and ending points to the security dispatcher. The team member being escorted will then wait for the arrival of the security escort and follow their instructions for the duration of the escort. The team member being escorted, and the security escort will not be separated more than one arm length for the duration of the escort. The team member being escorted will not give the funds to anyone else while being escorted. The escort should take the most direct route from the start to the end of escort. No stops should be made while the escort is in progress. One security officer/supervisor can escort NO more than TWO team members at a time.



FOOD AND BEVERAGE CASHIERS

Purpose: To maintain accountability over companies' funds

Procedure: F&B Cashiers will run a shift reset at the end of their shift. This will print out a tip report. The team member will sign the tip report once verified.

- The F&B supervisor must be present for tips to be pulled. No tip will be pulled from the drawer without a supervisor/manager and until the end of shift.
- Once the shift reset is obtained by team member, the team member will report to the man-trap by security escort with the companies' monies.
- Once at the main cage the F&B team member will count their bank down and fill out a cash slip. The team members drop will be a blind drop.
- The Shift Report and tip report will be turned in with the team member's closed checks.
- The F&B Cashier will log their drop information.
 - An overage will not offset a shortage.
 - A variance is any overage/shortage of companies' funds.
 - Please refer to the company's variance policy.

CREDIT CARD PROCEDURE

- Credit card transactions should be swiped through the POS system for authorization on the account. Once the authorization has been approved, the guest must sign the credit card slip.
- Verify the guest's ID for all credit card transactions. Make sure the photo ID matches the name on the credit card given.
- Keep the credit card in hand until the transaction has been approved.
- If the name on the credit card does not match the name on the identification, ask for another form of payment and contact the F&B Supervisor.
- The F&B Supervisor will question the guest regarding the discrepancy.
- If the guest is claiming the credit card belongs to their relative (ex. husband or wife) and they share the same last name, politely inform the guest that we are unable to process the transaction without the authorized card owner present. The F&B Supervisor will return the credit card to the guest unless there is evidence showing the credit card may be stolen.
- If the name on the credit card is completely different than the guest attempting to utilize the credit card, politely ask the guest to step to the side while we investigate the situation.
- The F&B Supervisor will discretely contact the Security Supervisor to request assistance.
- Money should never be given back from a credit card transaction in any occasion. Direct the guest to the cage or ATM.
- Hit the correct button for current meal pricing and then "PAY".
- When on the tender screen, hit "Credit Card Auth".
- Insert guest card into the reader. Wait until the card has been fully processed.
- The guest must sign the receipt, authorizing the transaction.
- If a tip is left, you must hit "Accept" and enter the amount of the tip and hit "ENTER".
- The other copy along with the signed receipt should be turned in with your paperwork following the "Order of Documents" procedure.

VOID VS. WASTE

Void: The Void Key should only be used when testing a new item or when an item has been accidentally selected and has not been prepared. This tender key needs supervisor override or swipe access to tender and complete the transaction.

Examples:

- Point of Sale testing
- Error on payment settle type
- Keying error and the item(s) have not been prepared.

Waste: May be used if a Food and Beverage item is prepared and it wasn't delivered to the guest. In this category, nothing is wrong with the food or beverage item.

Examples:

- Beverage server has a cocktail made and the guest moved machines and cannot be found.
- Server's tray is knocked over or fell resulting in undeliverable food or beverages.
- Guest refuses item due to preference, quality, etc....
- Cook prepares a steak that is overcooked resulting in preparation of a new steak to the correct temperature.
- Item is spoiled or out of date.