
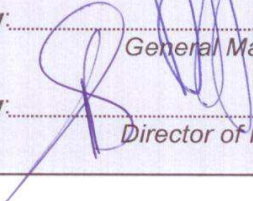




### LOCAL POLICY AND PROCEDURE

Department: FINANCE  
Policy No: FIN 23/2009 Approved by:   
Effective From: 01-01-2009 Approved by:   
General Manager  
Director of Finance

#### I. PURPOSE:

To outline the Hotel's procedure for controlling and safeguarding the cash handled the House bank Holders and other authorized associates with cashiering/collection functions as part of their duties.

#### II. POLICY

- 1) House bank Holders will be individually assigned house banks for daily cash transactions against a signed and approved House bank contract (exhibit 1), which will be kept in the General Cashier's safe except for the General Cashier's one which will be kept in the DOF's Office. Under no circumstances, should there be sharing/rotation of House bank between House bank Holders and/or other associates.
- 2) If a House bank value or holder changes, new contract must be executed.
- 3) Each House bank holder will be assigned a safety deposit box for safekeeping of their float. The safety deposit box will be used individually and there will be no sharing of these boxes at any time.
- 4) Each Safe Deposit Box requires 2 keys to open the Boxes, (1 House bank Holder key & 2<sup>nd</sup> Master key). Duplicate keys to all safe deposit boxes used for house banks are destroyed & in case of loss, AED. 600.00 (Cost) will be charged to make a duplicate key.
- 5) Each House bank holder MUST count the cash bank at the beginning and at the end of the shift. Any overage or shortage must be reported immediately to the Supervisor and be recorded in the daily cash drop.
- 6) Associates who have house banks must have their personnel files clearly marked as "bank"

### III. PROCEDURE

#### DAILY CASH DEPOSITS

##### (A) HOUSEBANK HOLDERS

- 1) At the end of the shift, each House bank holder will prepare a daily cash collection envelope (EXHIBIT 2) with details of their daily receipts. The completed, signed and sealed envelope will be deposited at the designated drop box located at the Front Office in the presence of witness (GSA).
- 2) The daily cash drop box witness sheet (Exhibit 3) must be completed and signed by the House bank holder and the witness (GSA) for each drop.
- 3) All receipts for the day **have** to be deposited in the cash drop box as outlined above. Disciplinary action to the extent of instant dismissal may be taken for not depositing or depositing only partial collection.

##### (B) CASHIER/GSA:

Each morning, in the presence of the designated representative from Finance Department, the General Cashier:

- 1) Will collect the previous day's cash envelopes from the cash drop box at the front office.
- 2) Each cash envelope must be verified against the cash drop box register and countersigned its correctness by both the General Cashier, the Finance Department representative and the GSA on duty as witness.
- 3) The General Cashier will open each cash envelope in his office to verify and sign its contents in the presence of Finance Department Representative.
- 4) Any discrepancies found must be reported to the DOF immediately.
- 5) The General Cashier on a daily basis will deposit the previous day's cash collection to our account with Abu Dhabi Commercial Bank (Al Quoz branch) and has to be accompanied by a Hotel Driver or Security as a guard.

#### CASH COUNTS

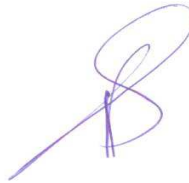
All house banks including the General Cashier's one must be independently counted and recorded on the House Bank Count sheet on surprise basis at least once a month. All shortages or overages will be investigated. For internal control purposes, the count is to be completed by two associates, one being an accounting associate and a witness. The total amount issued in the house banks must equal the general ledger account for House Banks.

#### CANCELLATION OF HOUSEBANK

Upon termination of an associate who has been issued a bank:

- 1) The Department Head will notify the Hotel Director of Finance/Controller or designate, so that the safe deposit box key can be recovered and the bank audited and returned back to the Hotel before the Cashier leaves the premises.

Standard Operating Procedure  
Holiday Dubai - Al Barsha



- 2) The House Bank Contract will be marked canceled and retained in the associate's personnel file and a copy will be retained by the General Cashier after it has been signed by the Dir. Of HR. The Cancellation of the Contract details must be fully completed as outlined in Exhibit 1.

#### **DROP SAFE OPENING & CASH ENVELOPE OPENING PROCEDURE:**

- 1) General Cashier & Security Personnel will open the Drop Safe Box utilizing the Key in their possession ( 1 General Cashier key & 2 Security personnel key)
- 2) The General Cashier & Security Personnel will count the No. of Envelopes collected from the Drop Safe Box & Security Personnel will record the No. of envelopes in his Log Book and sign all the envelopes.
- 3) Security Personnel will follow the General cashier to his Office and the cash Envelopes will be opened in the presence of Finance representatives.
- 4) Finance Representative will sign all the envelopes as witness.
- 5) General Cashier will open the envelopes using an envelope opener knife.

#### **GENERAL CASHIERS RESPONSIBILITIES:**

- 1) To ensure that the daily collections are banked each working day. The exception will be only the weekend and official holidays whereby the banking can be done on the next working day.
- 2) To change the combination to his safe, drop safe and office door every 3 month or when proceeding on vacation/absence and when resuming back the duty.
- 3) Will leave his safe's key in the Front Office Safety Deposit box assigned to him for such purposes. Under no circumstances should the Gen. Cashier's safe key be taken away from the Hotel Premises.

#### **DUE BACK**

House bank Holder will complete the due back details on the cash collection drop envelope. A due back will be required to maintain their bank at a contracted amount when guests have cashed checks or paid outs or tips have been processed in excess of the cash received during the shift. When the due back cash is received, the Housebank Holder will sign the register for Due Back which will be maintained by the Gen. Cashier. Under no circumstances the due back amount should change hands among the House bank Holders or other associates. The due back transaction will only take place with the Gen. Cashier.



Standard Operating Procedure  
Holiday Dubai - Al Barsha