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SPHM
HOSPITALITY

SPHM – CASHIER HAND BOOK



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Cashier Hand Book

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2019

SPHM Mission Statement

SPHM Park and Recreation Commission Will improve the quality of life In _____ By offering a diverse system of Park facilities, programs and services.

This Handbook is an addendum to the Part-time Handbook and is not a substitute for that handbook.

Contents

Why Your Job Is Important	3
Theft.....	3
Opening Procedures	3
Money Neatness.....	3
Clerk ID's and Passwords	4
Cash Handling Basics	4
Requesting Change	5
Drop	5
Voids	5
Refunds	5
Closing Procedures	6
Overages and Shortages	6
Discovery of Counterfeit Money	7
Personal Checks	7
Traveler's Check.....	7
Gift Certificates.....	8
Credit Cards/Debit Cards	9
Marketing Gift Certificates	10
Cash Aprons	10
Coupons	11
In Case of Robbery.....	11
General Advice.....	11

Why Your Job Is Important

As a cashier, one of the things you are responsible for is the proper handling of the money we receive from our patrons. Accuracy is a paramount issue when handling any amount of cash. Please study this guide carefully, ask questions, and be accurate in your money handling skills.

We want you to enjoy your work at this fun-filled agency. Your job can and will be fun. Handling cash is a serious business which requires skills and concentration, however.

Theft

As an agency cashier, you are responsible for the honest handling of cash, tickets, passes, and products.

We are very serious about handling cash at our revenue stations. Suspected dishonesty of any kind will be treated appropriately. Any and all documented dishonesty will result in either disciplinary action and/or termination.

Persons found to be involved in stealing may be prosecuted and will be required to provide appropriate restitution to the Charleston County Park and Recreation Commission.

If you suspect another person of theft, it is your responsibility to report suspected actions to your supervisor immediately. Reporting theft can be done anonymously by whatever means you are comfortable with. Not reporting theft leaves you vulnerable to possible prosecution.

Opening Procedures

It is the policy of our facilities to ensure that all cash is handled properly. Only one employee is allowed to work out of a single cash register drawer at a time, unless specific instructions have been received from a supervisor to the contrary. When beginning a shift on a register, it is the responsibility of the employee to follow all register opening procedures listed below. Register drawers must be secured at all times.

1. Count your starting cash to ensure that the correct amount is there and that you have a sufficient amount of change. Starting cash amounts may vary by location.
2. If the starting cash is incorrect, report the discrepancy immediately to a supervisor.
3. Check your register tape to ensure that you have an adequate supply of both receipt and journal tape. Notify a supervisor of any receipt or journal tape requirements.

Money Neatness

One of your primary responsibilities as a cashier is the correct, organized handling of cash. Below are a few simple rules you must follow to keep cash neat and easy to handle:

1. Keep bills face up and facing the same direction.
2. Do not open rolled coins unless needed.

3. Bundle money in like denominations.

Currency Denomination	# of Bills	Amount	
Hundreds	20	=	\$2000.00
Fifties	20	=	\$1000.00
Twenties	25	=	\$500.00
Tens	25	=	\$250.00
Fives	20	=	\$100.00
Ones	25	=	\$ 25.00

4. Bundled currency is to be placed face up and in the same direction, and paper clipped.

Clerk ID's and Passwords

Some workstations require a Clerk ID number or a password in order for the register to operate. Before you are scheduled to work at one of these workstations, your supervisor/manager will issue you a personal ID number or password. The ID/password that you are issued should not be shared with anyone. Should you feel that your ID/password has been compromised, contact your supervisor/manager immediately so that a new ID/password can be issued to you.

Cash Handling Basics

There are several basic procedures you always need to follow while completing a cash transaction.

1. Never leave money unattended or your cash drawer open (This includes removing the clerk key from the register in your absence).
2. Acknowledge the presence of a guest even if you are unable to assist him/her immediately. This can often be done simply by making eye contact with guests waiting in line.
3. When you use a cash register or POS system, enter all purchases and always state clearly the total amount due. Upon accepting the guest's payment, call back the amount of the sale, as well as the amount of money he/she gave you. This will prevent errors that can cause problems.

Example:

If a patron gives you \$20.00 on a \$5.00 purchase, you say out loud to the guest: "That's \$5.00 out of \$20.00."

If a guest hands you \$5.00 on a \$5.00 sale, you should say, "\$5.00, that's exactly right! Thank you!"

4. Once you have rung up the purchase and the guest has given you payment, follow these steps to close the transaction:

- a. State the amount of change when giving it back to the customer. Make sure that every customer is offered a receipt. If they refuse their receipt, it should be destroyed and thrown away.
- b. Once a customer has counted his or her change and left your station, you cannot make up any reported shortages. It is the customer's responsibility to check his or her change before he/she leaves your station. If a patron returns and claims he/she was short changed, never give change back; you must contact your supervisor.
- c. Always use the least amount of coins possible when making change.

Requesting Change

When you need to order change for your station, please follow this simple procedure:

1. Determine how much change you need.
2. Plan ahead and anticipate busy times when change will be needed. Do not wait until you are out of change to call! If you open the last roll of coins of that denomination, call and make a request for more.
3. All cashiers will pay for any change they order with money from their own cash drawer.

Drop

A "DROP" is the withdrawal of money from your register drawer for purposes of convenience and security.

If you accumulate a large amount of bills, request a drop from your supervisor. The supervisor will respond and determine if a drop is necessary.

Voids

If you make a mistake while ringing a transaction, you should follow the procedures set forth by your supervisor. In most cases you would cancel the transaction. If the transaction has already been tendered, take the receipt with the mistake on it and write the word "void" along with your initials. Place it in your cash drawer. Start a new transaction and ring it up correctly. Make sure you keep every voided receipt in your cash drawer. Prior to a manager or supervisor closing out your register let them know that you have voids and they will correct the transaction.

Refunds

Cashiers are not permitted to complete merchandise refunds. Should a customer return an item to your workstation, a supervisor/manager must be called to process the refund.

Closing Procedures

It is the policy of our facilities to ensure all cash register receipts are accounted for properly. All employees are responsible for the security of their cash register and monies. It is also the responsibility of each employee to properly follow the established closing procedures.

At the end of your work shift, you will be required to count your cash drawer. Only the cashier actually assigned to the cash register can count the money. If you are assigned to close out a cash register, follow the procedures listed below:

1. Notify your supervisor if you have made any voids during the day. Remain with your supervisor while your cash drawer is being closed out. Never leave your cash unattended.
2. Remove the drawer from the register. Be sure to check behind and beneath the cash drawer for any misplaced currency or paperwork.
3. Cover your cash and proceed to your designated counting location. Never count your register drawer in the presence of patrons.
4. Count out an amount equivalent to the starting cash you began with at the start of your shift. To do this, start by counting all your change to the highest, even dollar amount, then use \$1 bills, some \$5 bills and possibly a few \$10 bills to equal the amount of your starting cash.
Remove all other monies, (your "revenue" for the day), and place the new starting cash amount into the cash drawer. Your supervisor will verify your starting cash amount.
5. Count the remaining money. This is your revenue. It may include bills, coins, travelers and personal checks, coupons, credit card receipts, and gift certificates. Your supervisor will verify your revenue amount and the amount will be recorded on the appropriate form. This figure will be compared against the amount printed on your cash register tape.
6. Once your supervisor has sealed your revenue in a deposit bag, you will sign off on the clerk sheet, verifying your revenue and any overages/shortages.

Overages and Shortages

We hope that your cash drawer is "on the money" each and every time you work. Disciplinary action can occur if these errors are more than occasional occurrences or if they are of a significant amount. Disciplinary action can range from an oral warning to termination. It is extremely important to tell your supervisor if you have any questions about how to count money or how to operate the cash register that has been assigned to you.

Overages and shortages of \$5 or more are tracked in an overage/shortage log. This log is maintained by your supervisor/manager, and is based on a monthly occurrence. Cashiers are held accountable for their overages/shortages by a benchmark system. Benchmarks will be met after 3 occurrences. Following, is the suggested progression of disciplinary action for benchmarks:

1st benchmark (after 3 overages/shortages) – Documented Re-Training (with counseling form)
2nd benchmark (after 6 overages/shortages) – Written Reprimand and documented re-training
3rd benchmark (after 9 overages/shortages) – Written Reprimand, Termination, or Area Reassignment
4th benchmark (after 12 overages/shortages) – Termination or Area Reassignment

Discovery of Counterfeit Money

All bills of \$50 or more are required to be marked with a special counterfeit detector pen to ensure that they are real.

If an employee finds that a counterfeit bill is being used, the manager on duty should be notified. Efforts should be made to delay the subject passing the bill until police arrive to investigate. If the subject is unable to be delayed, try to collect descriptive information including their appearance, direction of travel, and vehicle information if possible.

Personal Checks

Follow these procedures when accepting checks at our facilities:

1. Customers should write checks for the amount of purchase; however up to \$0.99 in change can be given back.
2. All checks must be made out to the facility at which you are working, Charleston County Park & Recreation Commission (CCPRC), or the Holiday Festival of Lights. We cannot accept checks made out to any other location.
3. Payliance requires all checks to be preprinted with the following information:

NAME and ADDRESS (if address is a P.O. Box, ask for a street address).

For checks accepted in person, the following information is required to be written on the check in ink (if it is not already preprinted):

HOME PHONE NUMBER

WORK PHONE NUMBER

DRIVER'S LICENSE NUMBER

Checks received by mail do not require this information to be printed on the check as long as CCPRC has this information on file. This information is used by Payliance to contact customers with any check verification issues.

Traveler's Check

It is the policy of our agency to ensure that all transactions using Traveler's Checks as payment are completed properly. Traveler's Checks are accepted as payment in all locations.

1. Traveler's Checks are a cash substitute used by travelers for protection from theft. Traveler's Checks are signed by the customer when they are received from by the bank. They should be

signed a second time, only when they are being spent. This way, you can compare the second signature with the first.

2. We will only accept domestic currency Traveler's Checks as payment (Traveler's Checks purchased in the United States). All other Traveler's Checks must be exchanged at a commercial bank.
3. We do not accept Traveler's Checks that have been signed twice. Checks should have one signature when presented as payment. The customer must sign the check again in your presence.
4. When accepting a Traveler's Check, it is your responsibility to verify that the signatures and counter signatures on the Traveler's Check match. If the signatures do not match, the Traveler's Check cannot be accepted and a supervisor must be notified.
5. Traveler's Checks may only be used when paying for a product or service. We do not honor Traveler's Checks in exchange for cash.
6. Traveler's Checks must be dated and made payable to the facility at which you are working.

If a Traveler's Check has no pre-signature, the guest must sign **both** lines as you watch. In this case, ask for one form of identification with the guest's photo and signature.

Acceptable forms of identification include:

- State/international driver's license
- School identification (with picture)
- State identification
- Passport

8. Do not accept a Traveler's Check if the original signature appears to be altered. For example: overwritten or written with a felt-tip pen. If a check appears to be altered, notify your supervisor.
9. Key the amount of the Traveler's Check into the cash register as a payment to finalize the transaction.
10. Traveler's Checks are similar to cash, so if the sale is less than the amount received, change will be given to the guest in currency and/or coins.

Gift Certificates

Many of our parks and facilities sell gift certificates specifically designed for Charleston County Park and Recreation Commission. Occasionally, as a cashier, you may have a customer who wants to use or "redeem" one of these gift certificates. They can be redeemed for anything that CCPRC sells.

Our gift certificates are easily recognizable. They are printed in \$5, \$10, \$25, and \$50 denominations. Each certificate has a red number printed in the top right hand corner and has the CCPRC Logo

embossed on the certificate. If you get a gift certificate at your cash register, follow these simple procedures:

1. Verify the authenticity of the cash gift certificate. If you suspect that you've been given a photocopy of a gift certificate, call your supervisor and do not cash it out.
2. There must be an actual purchase to use a gift certificate; it cannot be cashed out for money.
3. An ID is not required by the customer to redeem it.
4. The certificate is to be cashed out just as if it were cash money. For example, if a snack bar transaction totals \$5.00 and a customer pays with a \$10.00 gift certificate, the cashier would give the customer \$5.00 back in cash.
5. Deface the certificate so it may not be reused.
6. Keep the certificate along with all other revenue in your cash register.

Credit Cards/Debit Cards

Visa, MasterCard, Discover, and American Express Credit/Debit cards are accepted as payment for purchases in most shops and locations. The secure handling of our customers' credit card information is an essential function of our business. In order for our agency to maintain PCI compliance, the following standards must be met when accepting credit cards:

1. Be sure to process credit card transactions under your login only.
2. The amount placed on the credit card may not exceed the amount of the sale. No change will be given.
3. The customer's signature is required on the credit card draft if the customer is present and the transaction is more than \$25.
4. Always verify that the customer's signature matches the one on the back of the card being used.
5. Discourage patrons from delivering information insecurely. Email, text messages, "chats", "tweets", social media or instant messages are not secure methods for delivering credit card information. If a customer sends you credit card information in this manner, delete it as soon as the transaction is processed.
6. If you are taking a credit card payment over the phone, key the information directly into the point of sale system rather than writing it down.

7. If there is no option but to write down the credit card information, be sure to shred it or place it in the Cintas bin immediately after processing the transaction. Never leave a customer's credit card information where others may have access to it.
8. Retain the Merchants Copy of the receipt and place in neatly in your register drawer
9. Always sign out of the point of sale system before leaving your workstation.

In the event that a customer wishes to pay a deposit for rental equipment using their credit card, the card should be charged for the deposit amount. Once the rental equipment has been returned, the deposit return should be issued to the same card. Cash should not be given as a deposit return for a deposit that was paid by credit card.

Marketing Gift Certificates

Marketing has special gift certificates that are used as giveaways. These gift certificates are a light yellow color. Marketing gift certificates have no cash value and are not treated as cash. When a customer wishes to redeem a marketing gift certificate, make sure to look at the "Redeem for" line on the certificate to see what it is valid for. The certificate shall not be redeemed for anything other than its intended use unless approved by the Director of Parks. Make sure that the certificate has not expired.

Because the marketing gift certificates have no cash value they are not rung into the register. After the certificate has been redeemed, deface it and forward it with your daily paperwork.

Advance/Invoice Tickets

CCPRC has the ability to sell tickets in advance for admissions. In order for an advance ticket to be valid, it has to have been purchased no later than one day before its use. When accepting an advance ticket, it must be voided, either by writing VOID on or tearing it in half. Once voided, the ticket should be kept with your drawer.

Some organizations are also offered the opportunity to be invoiced for their guest's admissions after the fact. An invoice ticket must be distributed in advance and is only valid if it is signed by the person using it. Signed invoice tickets should be kept neatly in your drawer until the end of your shift.

Cash Aprons

Following, are a few tips in working out of a cash apron:

- ❑ Always secure apron straps tightly to ensure that someone cannot grab your apron and run.
- ❑ When possible, coin and currency should be kept in separate pockets.
- ❑ All efforts should be made to keep bills half folded (lowest denomination of bills on the outside of the bundle) and keep all bills facing the same direction. This protects the largest bills and makes them less accessible.

- ❑ All efforts should be made to avoid “stuffing” bills in an apron. Bills should be folded and kept organized as much as possible.
- ❑ Call your supervisor for a cash drop when needed.
- ❑ The cash apron must be worn at all times while on duty.
- ❑ When the apron is returned, check the pockets to ensure that they are all empty.

Coupons

Verify that the coupons have not expired before accepting them. Follow our coupon specific procedures as explained by your supervisor. Ask if the visitor has a coupon before ringing anything into the register so that a void does not occur.

In Case of Robbery

Don't be a hero. If someone approaches you in a threatening manner and demands your money, give it to them. Do not resist. Money can be replaced, people can't.

If you have handed over money to a robber, you have two immediate responsibilities:

1. Notify your supervisor by any means possible.
2. Write down any and all information concerning the individual(s) and circumstances. Do not try to remember these details in your head, write them down. Note obvious things like:

Was the individual taller/shorter than you?
What color hair did they have?
What type of clothing were they wearing?
Were they driving, walking, or biking?

General Advice

If you proceed according to our procedures on money handling, you can't go wrong. No matter what happens, if a guest claims to have been short changed, have confidence in your ability to make the correct change. Refuse to give more money on the spot. Tell your customer that you would be happy to contact a manager or supervisor to handle this situation. If a transaction begins to get confusing, take things at a slower pace or even stop the transaction and call for your supervisor immediately. Always follow correct cash handling procedures.