



## Standard Operating Procedure (SOP)

**Title:** FOH – Cash Handling & Payment Processing  
**Version:** 1  
**Effective Date:** 12 February 2024  
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### 1. Objective

The objective of this SOP is to establish standardized procedures for handling guest payments, processing credit card transactions, issuing receipts, and maintaining accurate transaction records at Tamborine Mountain Glades, ensuring accuracy, security, and a high level of guest satisfaction.

### 2. Scope

This SOP applies to all front of house staff, including servers, waitstaff, and front desk personnel, involved in handling guest payments in the dining area, front desk, or event spaces.

### 3. Responsibilities

- **Servers/Waitstaff:** Responsible for accurately processing payments, issuing receipts, and ensuring that all transactions are recorded correctly.
- **Front Desk Personnel:** Responsible for handling guest payments at the front desk, including processing credit cards and maintaining transaction records.
- **Finance Department:** Oversees the financial processes, conducts regular audits, and ensures compliance with financial policies.
- **Front Office Supervisor:** Oversees the payment process, provides guidance to staff, and resolves any payment-related issues.

### 4. Procedure

#### 4.1 Handling Guest Payments

1. **Presenting the Bill:**
  - When the guest requests the bill, promptly prepare it using the point-of-sale (POS) system. Ensure that all items are accurately listed and that the total is correct.
  - Present the bill to the guest discreetly in a bill presenter or folder, thanking them for their visit. Use a phrase like, “Here is your bill, thank you for dining with us.”
2. **Payment Methods:**
  - Accept various forms of payment, including credit cards, debit cards, cash, and gift vouchers. Confirm the guest’s preferred payment method.
  - If the guest wishes to split the bill, accommodate their request by dividing the total amount according to their instructions and processing each payment separately.
3. **Handling Cash Payments:**
  - If the guest pays with cash, count the amount received in front of the guest to confirm it matches the bill total.
  - Provide change promptly, counting it back to the guest to ensure accuracy. Place the change in the bill presenter or hand it to the guest politely.



#### 4.2 Processing Credit Card Transactions

**1. Verifying the Card:**

- Request the guest's credit card and verify that the name on the card matches the guest's identification if necessary.
- Inspect the card for signs of tampering or expiration before processing the payment.

**2. Processing the Payment:**

- Swipe, insert, or tap the card on the payment terminal, ensuring that the correct amount is displayed on the screen.
- If a PIN is required, hand the terminal to the guest to enter their PIN. Ensure that the process is secure and that the guest's information is protected.

**3. Obtaining Authorization:**

- Once the payment is authorized, wait for the terminal to generate a receipt. Confirm that the transaction has been approved before returning the card to the guest.
- If the transaction is declined, politely inform the guest and ask if they would like to try a different card or payment method.

**4. Issuing Receipts:**

- Print two copies of the receipt: one for the guest and one for the venue's records. If the guest used a credit card, ensure the receipt includes the authorization code.
- Hand the guest copy of the receipt to them along with their card, thanking them for their payment. Place the venue's copy in the appropriate storage location for end-of-day reconciliation.

#### 4.3 Issuing Receipts

**1. Receipt Details:**

- Ensure that all receipts include the following information: date and time of the transaction, items purchased, total amount, payment method, and any applicable taxes or service charges.
- If the guest requests an itemized receipt, provide a detailed breakdown of the charges, including food, beverages, and any additional fees.

**2. Providing Receipts:**

- Hand the receipt to the guest in a bill presenter or folder, ensuring it is neatly presented. Use a phrase like, "Here is your receipt. Thank you again for dining with us."
- If the guest has any questions about the charges, review the receipt with them and provide explanations as needed.

**3. Digital Receipts:**

- If the guest prefers a digital receipt, offer to email it to them. Confirm their email address before sending the receipt and ensure it is sent promptly.

#### 4.4 Maintaining Accurate Transaction Records

**1. Recording Transactions:**

- Accurately record each transaction in the POS system, ensuring all details are entered correctly, including the payment method and any discounts or promotions applied.



- For cash payments, record the amount received and the change given to maintain a clear record of all cash transactions.

**2. End-of-Shift Reconciliation:**

- At the end of each shift, reconcile the cash drawer by counting the cash on hand and comparing it to the recorded transactions. Ensure that the closing balance matches the expected amount.
- Print a transaction summary report from the POS system, detailing all payments processed during the shift. Review the report for any discrepancies and resolve them before closing out.

**3. Daily Cash Drops:**

- Deposit excess cash in the safe or designated drop box periodically throughout the shift to minimize the amount of cash in the drawer.
- Record each cash drop in the cash log, noting the amount and time of the drop. Include the cash drop information in the end-of-shift reconciliation report.

**4. Secure Storage of Records:**

- Store all receipts and transaction records securely in a designated location. Ensure that these records are organized and accessible for end-of-day audits and financial reporting.
- Maintain the confidentiality of all financial records and guest payment information, ensuring compliance with data protection regulations.

**4.5 Handling Payment Issues**

**1. Declined Transactions:**

- If a credit card transaction is declined, inform the guest politely and discreetly. Offer to try the card again or suggest an alternative payment method.
- If the guest is unable to provide an alternative payment, escalate the issue to the supervisor or manager for further assistance.

**2. Discrepancies and Errors:**

- If there is a discrepancy or error in the bill or payment, address it immediately. Correct the mistake in the POS system and issue a new bill or receipt if necessary.
- Apologize to the guest for any inconvenience caused and ensure the issue is resolved to their satisfaction.

**3. Refunds and Adjustments:**

- If a refund or adjustment is required, process it through the POS system according to the venue's refund policy. Issue a new receipt reflecting the adjustment and provide it to the guest.
- Document the reason for the refund or adjustment in the transaction records and notify the supervisor or manager for approval.

**4.6 Post-Service Follow-Up**

**1. Guest Feedback:**

- After processing the payment, ask the guest if everything was satisfactory with their experience. Use a phrase like, "Was everything to your satisfaction today?"



- Address any remaining concerns or questions the guest may have about their bill or payment.

### 2. **Continuous Improvement:**

- Use guest feedback to identify areas for improvement in the payment process. Report any recurring issues or guest concerns to the supervisor or manager for further review.
- Participate in regular training sessions to stay updated on best practices for payment processing and customer service.

## 5. **General Policies**

### 1. **Professionalism:**

- Maintain a professional and courteous demeanor throughout the payment process. Adhere to the venue's dress code and grooming standards.
- Ensure all interactions with guests are respectful, attentive, and focused on providing an exceptional experience.

### 2. **Guest Confidentiality:**

- Handle all guest payment information with confidentiality and care. Do not disclose payment details to unauthorized individuals or share guest information outside of the payment process.
- Ensure compliance with data protection regulations and secure handling of credit card information.

### 3. **Accuracy and Accountability:**

- Prioritize accuracy in all payment processing and transaction recording activities. Double-check all entries and calculations to avoid errors.
- Maintain accountability for all financial transactions, ensuring that all payments are properly documented and reconciled at the end of each shift.

## 6. **Training and Review**

### 1. **Ongoing Training:**

- Participate in regular training sessions on payment processing, credit card handling, and customer service best practices.
- Ensure that all staff handling payments are knowledgeable about the procedures outlined in this SOP and can execute them accurately.

### 2. **Review and Improvement:**

- Regularly review the payment processing procedures to identify areas for improvement, based on guest feedback and operational efficiency.
- Implement changes as needed to enhance the accuracy, security, and efficiency of the payment process.