

Purpose

This Standard Operating Procedure establishes uniform guidelines for Rival Hospitality Group hotel representatives responsible for operating a shared cash drawer. Proper cash handling protects company assets, ensures accurate record-keeping, and maintains guest trust.

Scope

This SOP applies to all hotel representatives at Rival Hospitality Group properties who share access to a common cash drawer, including but not limited to:

- Front Desk Agents
- Guest Services Representatives
- Night Audit Staff
- Any supervisor or manager accessing the shared drawer

Responsibilities

- Individual accountability - Each representative is responsible for cash drawer during their shift.
- When accepting cash, count in view of the guest - Always count cash openly so the guest can verify the amount.
- Secure immediately - Place cash in the drawer before completing any other task; never leave bills on the counter.
- No personal funds - Do not commingle personal money with the cash drawer. Do not make personal loans, IOUs, or "change" from the drawer.

Shift Opening Procedures

Before beginning any transactions, the incoming representative must:

1. Verify the starting bank, Count and record the cash drawer counts in the Daily Communication Log- Daily Shift Cash Count area.
2. Report any discrepancy immediately before processing any transactions.

Shift Closing Procedures

1. Complete all pending transactions before beginning the closing count. View your shift cash report from the PMS
2. Count the drawer contents by denomination and record totals on the Communication Log- Daily Shift Cash Count area
3. Calculate: Ending Cash - Starting Bank = Net Cash Collected
4. Compare the physical count to the PMS closing balance to ensure cash posted = Net cash Collected. Complete your shift close in the PMS
5. Record any overage or shortage in the appropriate field of the log sheet.
6. Prepare the deposit: place net cash in a deposit envelope and drop deposit in safe.



Prohibited Actions

- No personal funds may be stored in or mixed with the cash drawer at any time.
- Representatives must not borrow money from the drawer for any reason.
- No IOUs or informal loans are permitted.
- The drawer must not be left unlocked when unattended.
- Do not allow guests or non-authorized personnel to view drawer contents.

Security & Integrity Standards

- All cash transactions must be processed through the PMS; no manual cash collection without immediate PMS entry.
- Any suspected theft, fraud, or manipulation must be reported to the General Manager and HR immediately, and in writing.
- Repeated or significant overages/ shortages may result in retraining, documented counseling, or disciplinary action up to termination.

Acknowledgment

Representatives must sign the Cash Handling Acknowledgment Form confirming they have read, understood, and agree to comply with this SOP. The signed form is retained in the employee's personnel file.

Employee Signature

Date

General Manager Signature

Property Name