



Subject: Bartender/ Server Cash Handling
Revised: February 20, 2013, June 25, 2018

Handling payment from guests is an important part of your responsibilities as a bartender/server. It's very important to always be aware of your guests during the billing and payment process. As a bartender/server you are responsible for collecting payment from your guests. To assist you in this process here are some procedures that you need to follow.

1. Ensure before you print off the check that you have reviewed it and it is correct. This will save time from having to make adjustments or corrections.
2. Present the bill and inform the guest that you will be handling their payment when they are ready.
3. Once the bill has been presented, it is crucial that you keep an eye on your guest to accept payment BEFORE THEY LEAVE. Guests will have a tendency if you are not back promptly to leave money on the table/bar with the bill. A lot of times they do not leave the correct amount, which will leave you short.
4. If they are paying with credit card you must request picture ID and check the signature to verify that it is their card. It is important that you verify that it is their credit card before you process it and return it to the guest. Also you need to ensure BEFORE THEY LEAVE that you have collected the credit card slip and checked that the amount is filled in correctly and it is SIGNED. We have seen many slips that the guests will fill in but not sign it. A credit card slip that is not signed can be disputed by the guest at a later date, which will have to be credited back to the guest. This will then be classified as a shortage against your cash out.
5. A Chip Enabled card purchase is handled more like a Debit Card. You must process the transaction as a purchase, not as a Pre-Auth. Insert the chip card into the reader, follow the system prompts and ask the customer to enter their pin; the card MUST remain in the reader until you are directed to remove it or the transaction will fail. The customer will be prompted to enter a tip amount then complete the transaction by entering their pin. When they have completed the transaction make sure the receipt says "VERIFIED BY PIN", there should be no requirement for a signature, however, if a signature line prints on the receipt, make sure the customer signs it. If the customer does not know their pin, ask for another form of payment. Quite often the pin for their new credit card is the same as their debit pin #.
6. **Tap/Apple pay**- for purchases under \$100 the customer may want to use tap or apple pay. In this case enter the amount of the bill and give the terminal to the customer. They will be prompted to tip and then will settle the bill by tapping with their phone or card. The customer will hand you the terminal back. Make

sure the transaction is approved and then ask the customer if they want their receipt. Anything over \$100 it will NOT WORK.

Guests wanting to run a tab after 10:00pm or during high volume periods: It is your choice whether you do cash and carry or run tabs.

1. If you are running tabs the guest needs to supply you with a credit card to hold and show picture ID to verify that it is their card and for you to match the signature.
2. Once the tab reaches \$100 you should collect payment.

Tip Approval:

All gratuities that are over 30% or more than \$50.00 (whichever turns out to be greater) **must be approved by a manager.**

Cash Back:

Under no circumstances do we give cash back (for credit or debit)

If you are caught giving cash back it will be reviewed as theft and you will be disciplined accordingly.

Progressive discipline in regards to cash handling: Bartenders

We will be handling outages as listed below so please ensure that you are aware of proper billing and payments to avoid any disciplinary action. We acknowledge that it is unreasonable to expect the Bar ring offs to balance with no variance (cash +/-). Therefore the allowable cash +/- per ring off is 1% of the ring out. In the event that your cash +/- exceeds 1% you will be contacted to find out if there was any special circumstances, each incident will be reviewed on an individual basis. The following lists the disciplinary action that will take place in the event that the cash +/- exceeds 1%.

1. For a first cash outage you will be issued a verbal warning along with a copy of this policy for you to review the procedures.
2. For a second outage you will receive a written warning along with a copy of this policy which will be reviewed with you by a Duty Manager.
3. For a third outage of you will receive a second written warning along with a copy of this policy which will be reviewed with you by The Outlets Manager and the Director of Human Resources.
4. A fourth outage will result in a Last and Final Written warning.
5. A fifth outage will result in termination.

For any cash +/- \$150 or more the employee or employees will be suspended pending an investigation by the Outlets Manager and the Director of Human Resources. Disciplinary action may include immediate termination pending the outcome of the investigation.

Employee signature

Date

I have read and understand policy & disciplinary measures.