

Cash Management

Controlling the revenue that comes into your restaurant and goes to the bank is the topic of this section. The basics to controlling your cash begin knowing the correct amount the customer owes, collecting the correct amount of money, and securing these funds until they are deposited.

The threats against your revenue collection can come from dishonest customers. That is why it is important that your employees know the procedures for collecting funds, and watching out for potential issues. But be aware that customers are not your only threat against your cash. Inside employees pose a greater threat. Employees can work individually or as a group, and it is your job to spot potential threats and to put in controls to deter these kinds of actions.

Components of a Cash Management System

Charging the Customer

To ensure there is no confusion by the guest to what is charged and owed follow these standards:

- Menus clearly state the correct prices, and guests are informed of any additional item prices prior to placing their order.
- Numbered guest's checks are printed legibly. Preferably by machine. One copy is given to the guest, and at least one copy retained by the restaurant.
- Menu items and number of menu items are clearly stated on the check.
- Guest checks clearly state whether tips or service charges have been included in the total.
- Check presented to guest prior to accepting payment.
- Give guest enough time to review the check prior to paying.
- Unresolved disputes should be addressed by management.

Collecting the Funds

There are three goals to collecting funds:

- Identify a trained employee to collect the money.
- Collect the correct amount of money.
- Properly record the transaction.

Safeguarding the Funds

Once you have collected the correct amount of money. It has to be kept in a secure place until it is deposited in your bank.

- Keep money in an actual safe with a combination lock that minimal people have access to.
- Verify the amount of money in the safe. Identifying the total amount of revenue received from the servers and cashiers.
- Protect your deposits
 - ✓ Make daily bank deposits as often as possible
 - ✓ Establish written policies for completing bank deposits and reconciliations.
 - ✓ Review and reconcile all bank deposit and checking statements received from the bank.

Threats to Cash Management

The Dishonest Customer

- **Walker** - This is a customer that orders food but leaves before paying. Deter the walker by:
 - ✓ Presenting the check promptly upon serving the customer their last ordered item.
 - ✓ In bars, collect for drinks as delivered, and require a credit/debit card for an open tab.
 - ✓ Encourage servers to monitor the checks that have been delivered to their customers.
 - ✓ If cashiers are used, place cashier stations centrally to ensure maximum visibility of dining areas.
 - ✓ Monitor remote exits that could allow guests to easily leave.
 - ✓ Schedule appropriately for the number of people in the restaurant.
 - ✓ Report a walker to management immediately.
- **Counterfeit Money** - The public has a role in maintaining the integrity of our currency. You can help guard against the threat from counterfeiters by becoming more familiar with United States currency.

Look at the money you receive. Compare a suspect note with a genuine note of the same denomination and series, paying attention to the quality of printing and paper characteristics. Look for differences, not similarities.

Portrait

The genuine portrait appears lifelike and stands out distinctly from the background. The counterfeit portrait is usually lifeless and flat. Details merge into the background, which is often too dark or mottled.



Federal Reserve and Treasury Seals

On a genuine bill, the saw-tooth points of the Federal Reserve and Treasury seals are clear, distinct, and sharp. The counterfeit seals may have uneven, blunt, or broken saw-tooth points.



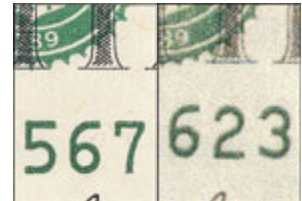
Border

The fine lines in the border of a genuine bill are clear and unbroken. On the counterfeit, the lines in the outer margin and scrollwork may be blurred and indistinct.



Serial Numbers

Genuine serial numbers have a distinctive style and are evenly spaced. The serial numbers are printed in the same ink color as the Treasury Seal. On a counterfeit, the serial numbers may differ in color or shade of ink from the Treasury seal. The numbers may not be uniformly spaced or aligned.



Other Detection Methods

- ✓ Feel the paper – Real money should be crispy and substantial in a new bill and soft in a worn bill. Counterfeit money will feel lighter and floppier than in a genuine bill.
- ✓ Feel and observe the print – Real print in some areas is raised in a pronounced way. You can feel it. Counterfeit print is flat in all areas.
- ✓ Detection pens – use special highlighting pens that will mark the bill when counterfeit.
- **Credit/Debit Card Fraud** – Fraudulent use of cards can be reduced if personnel are trained to use one or more of the following procedures:
 - ✓ Examine the card for signs of obvious alteration.