

CARDINAL **HOSPITALITY**

General Manager Policies

Deposit / Audit Pack

- The cash deposit should be done each morning.
- The audit pack should first be checked for oddities, such as negative cash postings or phone calls in vacant rooms, wrong rates, etc. Then the Manager Report should be filled out and completed.
- The money for each desk clerk should be counted and the deposit prepared. Note any shortages or overages and the reason in the comments section on the Manager Report.
- A copy of all checks deposited should be attached (3-4 copied to a page) to the Manager Report.

Adjustments / Refunds

- All adjustments and cash refunds should be listed on the Manager Report form. Explanations should be in the front desk log for all entries here.
- The reason for the adjustment / refund should be clearly written on the form along with the guest's name and signature in the log if money is returned.

Petty Cash

- Each hotel has a designated amount of petty cash on site. We have Petty Cash forms to record each use (receipts can be attached to these with tape).
- To reimburse petty cash, the Petty Cash Reimbursement should be completely filled out along with the correct expense account numbers. A check for the full amount can then be cashed in the deposit.

Payroll

- We pay payroll weekly on Friday.
- You will receive a Pre-List to fill out employees hours on every week. This is to be faxed in to the Corporate Fax by the end of the day Monday.
- New-hires' hire packets should be faxed to 888-711-8164.
- GM's are responsible for maintaining employee files with the following: the Hire Packet (Standards of Conduct, W-4, State Tax, I-9), Application, Personnel Action Forms, Employee Tardee/Late Record
- Complete the Labor Report Excel File each week. This aids you in determining room cleaning time and labor cost per room. The Hours Worksheet should match the Pre-List tab.

Inventory

- Inventory will be done weekly on Tuesday. An Inventory Worksheet will be provided for the Manager to complete.

Purchasing

- We strive to reduce costs and thus shop everything we buy.
- Price lists and order forms will be provided for the major approved vendors. These will be updated periodically.
- If we are making a one-time purchase (over \$50), the item should be shopped at least a 3 vendors before a purchase decision is made.
- Capital Items must be approved, as we are budgeting capital expenditures monthly.

Invoices

- All invoices are mailed to the property for the GM's approval.
- Make sure to check all prices against our Price Lists or with the quoted price before transmitting any bill.
- Submit all approved invoices to Sanjeev, and notify if any are incorrect or should not be paid.
- We do not pay by statement. If you get a statement in the mail, attach it to the back of the Invoice Transmittal in a separate section.

City Ledger

- The GM is responsible for billing and following up on city ledger accounts.
- All applicants must fill out the Credit Application and have the references checked before being approved. Large customers can be checked by getting a Dun & Bradstreet report..
- The Direct Bill accounts should be billed weekly, keeping an eye on the aging of accounts.

Complaints / Chargebacks

- The GM is solely responsible for the handling of complaints. Hopefully, all complaints should be settled at the property, but if someone does register a complaint with the Franchisor, we need to respond in a timely matter according to the Franchise requirements.
- In the same manner, Chargeback inquiries need to be responded to ASAP.
- To aid the GM in researching these problems all complaints should be logged into the Front Desk Log.

Housekeeping

- A Head Housekeeper Form and Housekeeping Daily Sheets should be used daily.
- We use "Who Done It" comment cards in the room so that guests can provide us feedback. All comment cards should be retained at the hotel for at least 3 months in a separate folder for each month.
- We use a 50-item Inspection Form to do detailed inspections of rooms. The inspection covers housekeeping as well as maintenance and should be used by the head housekeeper, the GM, and corporate room checkers.
- The Labor Report can be used to determine the room time for individual housekeepers.

Maintenance

- Regular Preventative maintenance, such as cleaning a/c filters, should be done periodically and records of date completion made.
- Different projects may arise for items that need to be completed in every room. These should be kept on punch lists with progress documentation until completed.
- All work each day should be documented on the Maintenance Log.