OLIVE GARDEN
CASH HANDLING POLICY
California

These policies ensure proper control over restaurant security and prudent use of company assets. Managers are expected to read and comply, and failure to do so may result in disciplinary action up to and including termination. Any manipulation of funds to obtain cash through the use of personal checks, credit cards, gift certificates, gift cards and/or coupons will result in immediate termination.

BACKSAFE AND CASH DRAWERS

• Count and record all funds at opening, changeover, and close.

• Count and verify amounts of change fund when received. Drop entire change fund before the receipt of the next change fund.

• Hold only authorized funds (i.e., back safe, cash drawers, gift certificates, and change fund) in the back safe overnight. Deposit all other money.

• Any money taken from restaurant funds must be supported with approved documentation indicating the purpose (i.e., paid outs). The back safe balance must remain unchanged; loans, to Managers and employees, are prohibited from the safe. The safe balance should not be force balanced.

• The restaurant must only have one key to the drop safe if applicable; some restaurants have a single-key system. Armored car will have the second key, or the only key for single-key systems. Under no circumstances should restaurant management have sole access to the drop safe.

• Cash drawers are to be locked up in the back safe overnight.

DROPS AND DEPOSITS

The manager on duty is responsible for making drops and deposits. The Manager and a checker should independently count out the money to be dropped and place it in a drop envelope. If there is a discrepancy, both should recount.

• After the drop has been counted, enter the drop number, date, and amount on the envelope and sign it. Enter the amount of the drop into the DASH POS and the Manager should immediately place the sealed envelope into the drop safe.
and be witnessed by the checker (if they have signed the envelope and drop log). The daily drop log needs to be completed with the amount of the drop, the Manager’s and checker’s initials and a description of the drop as cash, traveler’s checks, or personal checks. The manual drop log must be totaled and signed by a Manager.

- All drop(s) must be made at changeover to eliminate cash remaining in the checker drawer from the lunch checkout.

- Drops should be made during or immediately after heavy server checkout periods. The cash drawer should never accumulate more than $2,000 before a drop is made. Check drops must be separate from cash drops.

- Prepare the deposit at closing with two (2) deposit slips: cash deposit and Personal checks/travelers checks deposit. They must agree with the deposit amount on the DASH Drop Log and the Daily Drop Log.

- Print three (3) POS Drop Reports. The first copy will be inserted with the Cash deposit slip and the second copy will be inserted in the Personal Checks/Travelers Checks deposit slip in the armored car bag. The third copy should remain in the restaurant.

- The total of the two (2) deposit slips (cash and personal checks/travelers checks) must agree with the total deposit amount on the POS Drop Report. Each deposit slip must be filled out completely.

- For the Cash deposit slip ensure that Currency, Coins, Totals and the number of drop envelopes containing only Currency and Coins is completely filled out on the deposit slip. Sign the three-part deposit slip and place the top two copies and one copy of the POS Drop Report in the lower pouch of the armored car bag. Seal the pouch securely.

- For the personal Checks/Travelers Checks deposit slips ensure that the Checks and the number of drop envelopes containing both the Personal Checks/Travelers Checks is completely filled out on the deposit slip. Sign the three-part deposit slip and place the top two copies and one copy of the POS Drop Report inside the Check Deposit Bag along with you check drops.

- Staple the remaining copy of each deposit slip to the POS Drop Report you’re your records.

- Complete all written information on the armored car bag except prepared by (Circle restaurants name, fill in your restaurant number, deposit slip date amount, # of drops closed, and bank name and address.)
• During the armored car service, verify that the armored car bag has been filled correctly and sign the armored car bag as the preparer. Verify that the actual number of drop envelopes agrees to the number of cash and check drop envelopes per the POA drop report. The cash drop envelopes only will go in the cash deposit bag and the check drop envelopes only will go in the check deposit bag.

• Seal the cash deposit slip and the first copy of the POS drop report in the lower pouch of the cash deposit bag. The personal checks/travelers checks drop envelopes and one copy of the POS drop report only will go in the check deposit bag.

• Seal the personal checks/travelers checks deposit slip and the second copy of the POS drop report inside the check deposit bag along with your check drops.

• Seal the top of the cash deposit bag and the check deposit bag securely. Remove and staple each “deposit tracking label” to our copy of each deposit slip.

• Each deposit (cash and checks) should be logged individual in the armored car logbook. Ensure that the numbers logged include the letters CA or CK (i.e. CAXXXXXX or CKXXXXXX).

• Make sure and armored car representative signs the armored car log, listing the security bag number(s), the total amount of each deposit and the total number of bags for each deposit on each line of the armored car log book. Ensure you get a signature from the armored car representative for each deposit bag. Keep this logbook in a secure location. It is your receipt for each day’s deposit.

• A drop envelope should never be opened after it has been removed form the drop safe. Each day’s deposit should be logged individually in the armored car book and signed for by the armored car driver.

• All debit card terminals are to be closed and balanced every night.

• Manager must send in all debit card slips and reports to Revenue accounting every week.

CREDIT CARDS

• A Manager or a checker (if applicable) must ensure that all charge slips are accounted for and the dollar amounts are accurate. Each charge slip must be signed by the guest and totaled. No employee or manager may write on or alter a credit card slip. Credit cards may never be used to obtain cash.

• A Manager of a CA/CT/SA swipe card employee must perform manual, duplicate and edit transaction.
• To avoid chargeback’s, manually keyed credit card charges (indicated by an “M” symbol on the charge slip) must be accompanied by a signed imprinter copy.
• Managers must send in the end of day “Daily Credit Card Details” report which contains the full credit card numbers to Revenue Accounting (formerly “Sales/Cash”).

PAIDOUTS

• Cash paid outs are discouraged and should only be made on an exception basis. Vendors must provide a receipt/invoice for payment whenever possible. This receipt, along with the paid out chit signed by a different Manager should be submitted as backup in the Daily Revenue Accounting envelope. The receipt must detail items purchased and should not be altered. Revenue Accounting will charge each unsupported, improper, and/or unauthorized paid out receipt to cash short.

• Employee incentives require a receipt signed by the employee and Manager and must include the employee’s social security number.

WALKOUTS

• All walkouts should be thoroughly investigated. Each walkout should be documented in the employee’s personnel file and appropriate steps of progressive discipline, consistent with restaurant past practice should be followed. Employees should never be asked, required or allowed to pay for a walkout or cash shortage.

GIFT CERTIFICATES/CARDS

• Keep gift certificates locked in the back safe.

• At checkout, a Manager must verify that all redeemed gift certificates have been marked “void.”

• Track all inactivated gift cards to ensure that inactivated cards are secure and accounted for in the restaurant.

EMPLOYEE AND MANAGER MEALS

• Manager meals are allowable for Managers, MIT’s and CA’s/SA’s when performing CA/SA duties, while on duty, and for training meals for newly hired employees.
• Employee meals may be purchased for half price to dine in the restaurant immediately before or after their scheduled shifts. Employee meals may not include alcoholic beverages, takeouts, child meals, or add sides. Add sides are permitted if accompanied by an entrée. Employee meals must be rung and paid for when ordered, prior to being cooked; a manager and the employee must sign each guest check.
• At closing, employee and Manager meal totals should be reconciled to the DCR.

VOIDS, COMPS, AND RETURNS

• Managers and CA/CT/SA swipe card employees must perform all voids and returns.
• Managers must perform all comps.
• Managers or CA/CT/SA swipe card employees should never give their swipe card to any employee.
• Use a void for pre-check mistakes where no food or drink has been prepared.
• Use a return when a guest requests a replacement or changes the order after the food or beverage has been prepared. Takeout orders not picked up are considered “a return” and should not be recorded as a walkout.
• Use the comp key (item or meal) for food and drink brought on behalf of a guest. Comps can occur when a guest has a bad experience or as appreciation to a regular guest. Alcoholic beverages can be comped only where allowed by state laws.
• If sending or giving “for sale” gift cards to a guest who had a bad experience, those gift cards should be rung as a sale and closed to comp. Not for sale or “Complimentary” gift cards should not be used for this purpose.
• Voids, returns, and comps should be reconciled at closing to the DCR.

RECONCILIATION OF MANAGER SUMMARY REPORTS

• Manager Summary Reports should be reviewed; adjustments explained and signed off at the end of the shift.
• CA/CT/SA swipe card transactions must be agreed to, reconciled and signed by the shift manager and CA/CT swipe card employee.