

FUNCTIONS OF CONTROLS

SESSION OBJECTIVES

After the end of the session one should be able to understand the what is control & its functions.

CONTENTS

- Functions of control
- Flow chart for control process
- Monitoring process

FUNCTIONS OF CONTROL

- Guest Check (also called Server's Checks):
This initiates the Food & Beverage order taken from the guest, and represents the invoice given to the guest
- Guest checks should be pre-numbered, tinted and have duplicates

FUNCTIONS OF CONTROL

- Moreover, it shall be kept in locked storage, in numerical order.
- Used checks, unused checks versus void checks

FUNCTIONS OF CONTROL

- Post to dinner, the server must price and total the guest check (applicable for manual systems), unless the point-of-sale equipment can automatically perform the addition

FUNCTIONS OF CONTROL

- Later, the cashier receives payment or makes the guest sign his/her guest check and deposits everything to the cashier

FUNCTIONS OF CONTROL

- At the end of the shift, the cashier's cash drawer and supporting documents are accounted for (i.e. cash, credit card vouchers, food charges, and any miscellaneous paid-outs)

FUNCTIONS OF CONTROL

- Later, they are reconciled against cash register reading using a daily cashier's report
- Beverage sales in a lounge, a bar... presents a harder job for internal control

FUNCTIONS OF CONTROL

- Some basic internal control procedures for beverage sales are listed as follows:
- Require the bartender to ring each sale as it is made
- Require the bartender to insert each paid check into a locked box

FUNCTIONS OF CONTROL

- The cash register drawer shall never remain open even for a small period of time
- Servers are not allowed to first pay the bartender in cash and collect later from customers

FUNCTIONS OF CONTROL

- Bartenders should not be allowed to take register readings or reconcile their own cash at the end of their shifts
- The opening machine totals for paid and paid-out must be the same figures that appear on the previous shift's cash report as the closing machine totals for paid and paid-out

FUNCTIONS OF CONTROL

- At the close of the shift, the cashier should subtotal paid and paid-out for the current shift, and record the closing figures in the machine's totals column
- If at any stage, cashier accidentally miss-keys any transaction, adjustments can be made to the machine

FUNCTIONS OF CONTROL

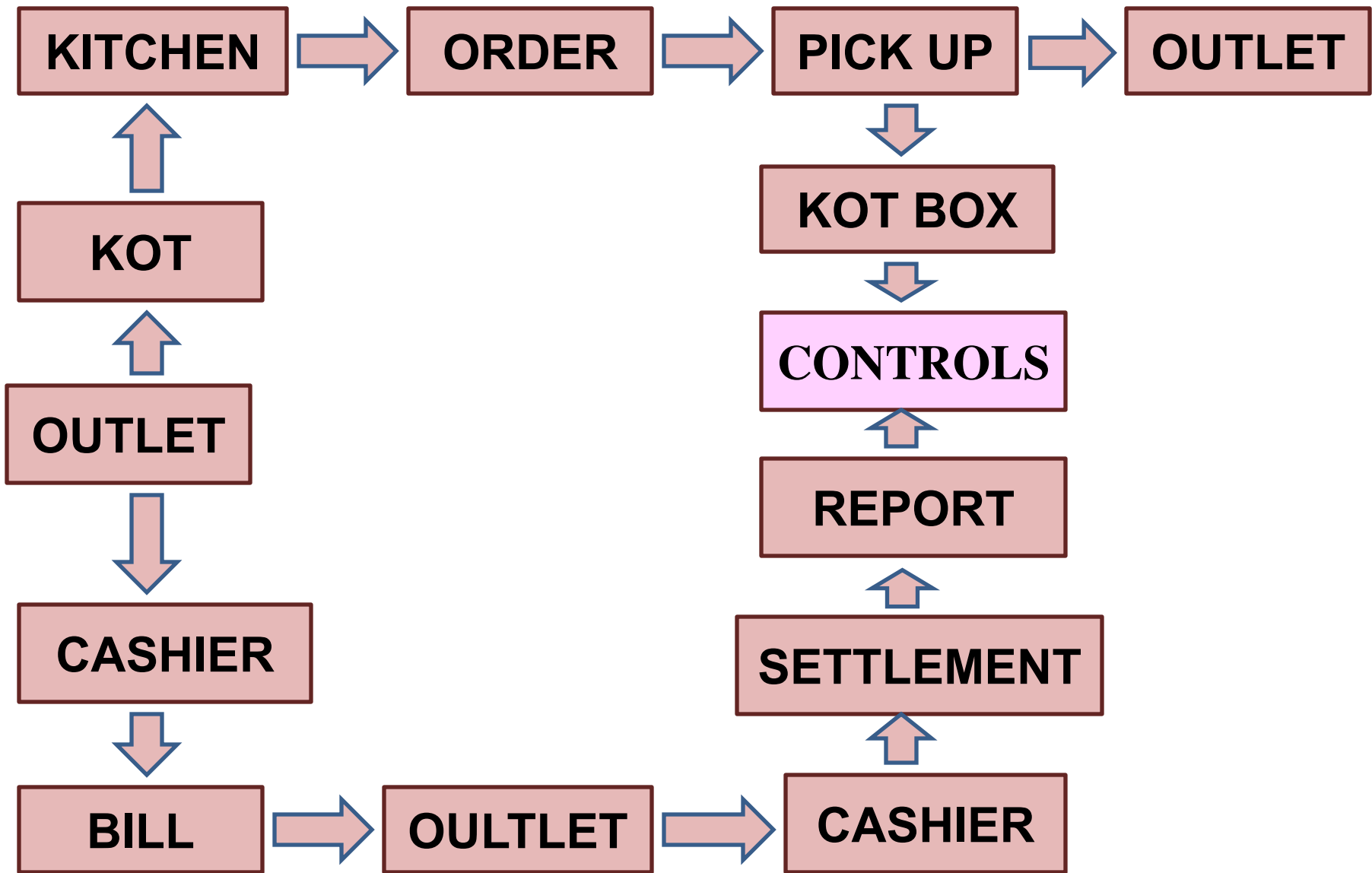
- Net cash received = cash paid-in (closing) - cash paid-in (beginning)
- Net cash paid-out = cash paid-out (closing) - cash paid-out (beginning)
- Net cash sum of cashier's shift = net cash received - net cash paid-out

FUNCTIONS OF CONTROL

- The cashier should extract the net cash sum from the cash drawer, and secure the money in the general cashier's safe deposit box until deposited in the Bank
- At the end of any shift, the cash drawer should contain exactly the same amount as it did when the cashier opened his/her shift

FUNCTIONS OF CONTROL

- If any cash overage or shortage occur, the cashier must recheck the cash report and search all the transaction records for possible miss-keyed entries



MONITORING

- The job of the F & B Controller is to ensure that all transactions and consumptions are monitored and billed
- This is done using the system of checks and balances at various stages

MONITORING

- The systems involve use of KOT and monitoring them
- Guest billing systems such as ECR, NCR, POS etc.
- Daily cross checking of bills and KOTs

MONITORING

- Night Auditing
- Spot Checking
- Physical Inventory and perpetual inventory
- Cahiers Report
- POS Sales Summary Sheet
- Flash Report

Let's Recall

- Functions of control
- Flow chart for control process
- Monitoring process

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