



# ACCOUNTING DEPARTMENT TIPS



SEPTEMBER 2024

# TYPES OF MEMBERSHIP

30000's

TENNIS MEMBERSHIPS

No longer available, but some are still in use.

 Signing Privileges

40000's

SOCIAL MEMBERSHIPS

AKA Lakes Village

 Signing Privileges

60000's

GOLF MEMBERSHIPS

Aka Golf Village

 Signing Privileges

70000's

DEPARTMENT HEADS

A specific procedure applies when they place food orders.

80000's

RENTERS

They do not have Signing Privileges. What does this mean? They must either keep a credit card on file or present one each time they use the amenities. It is not mandatory for them to store a credit card on file!

 NO Signing Privileges

90000's

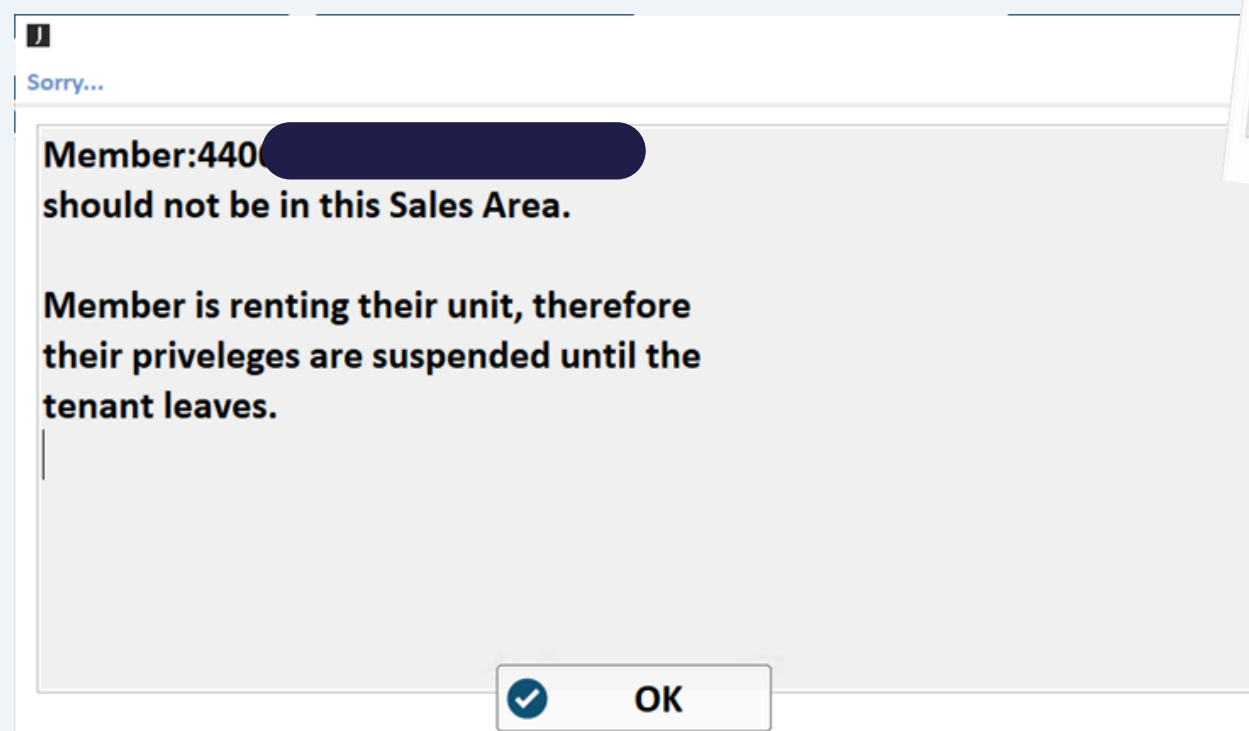
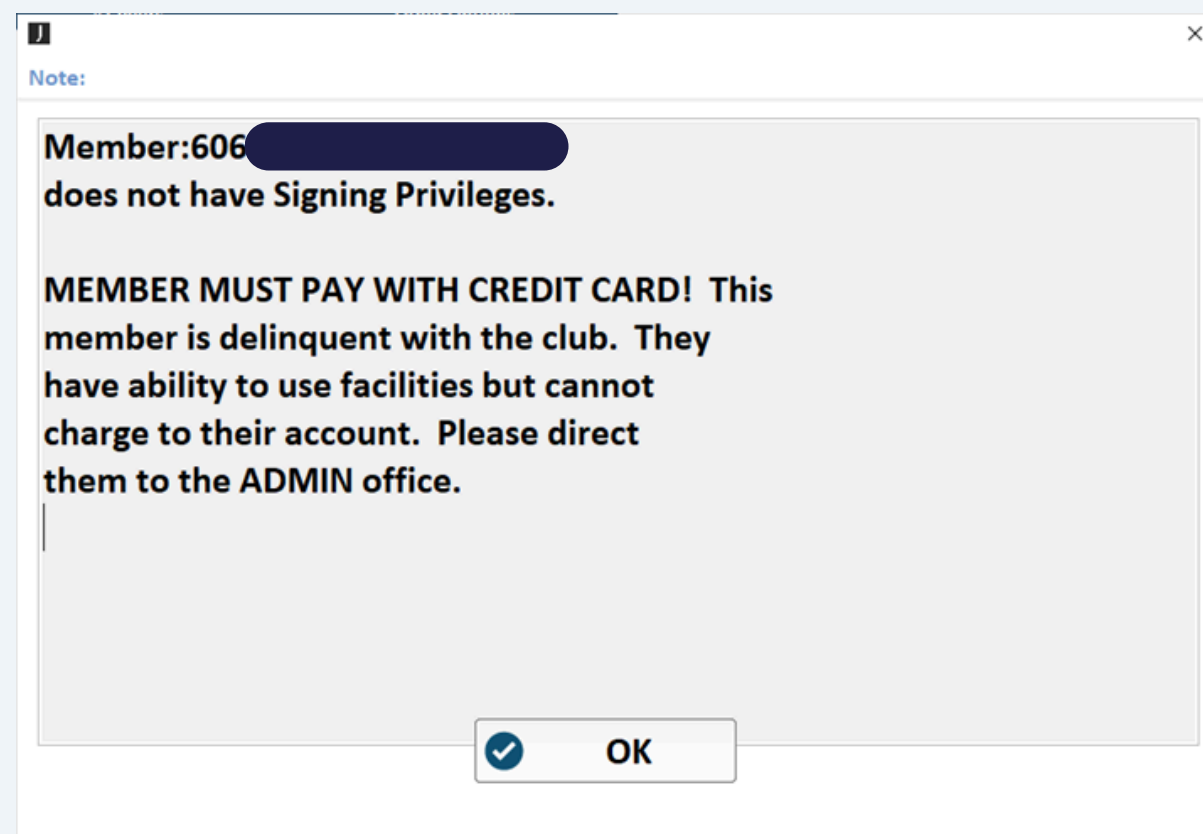
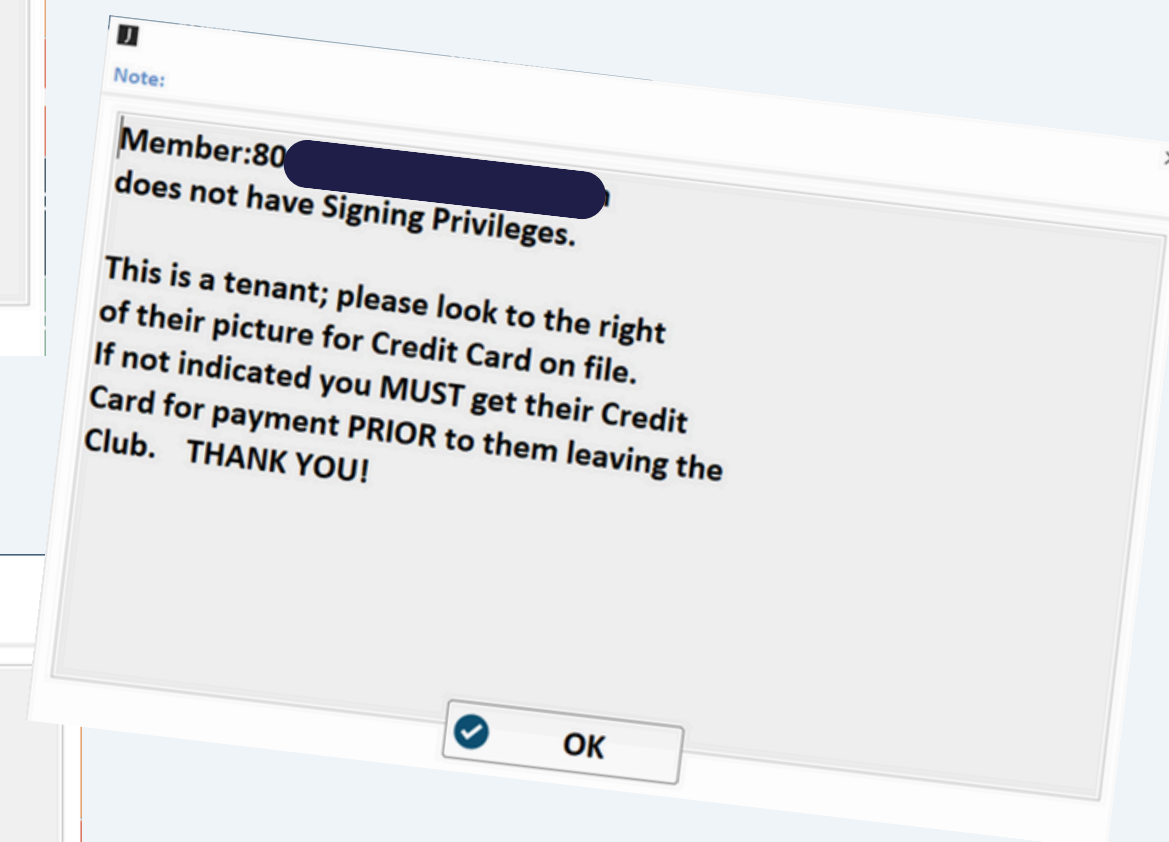
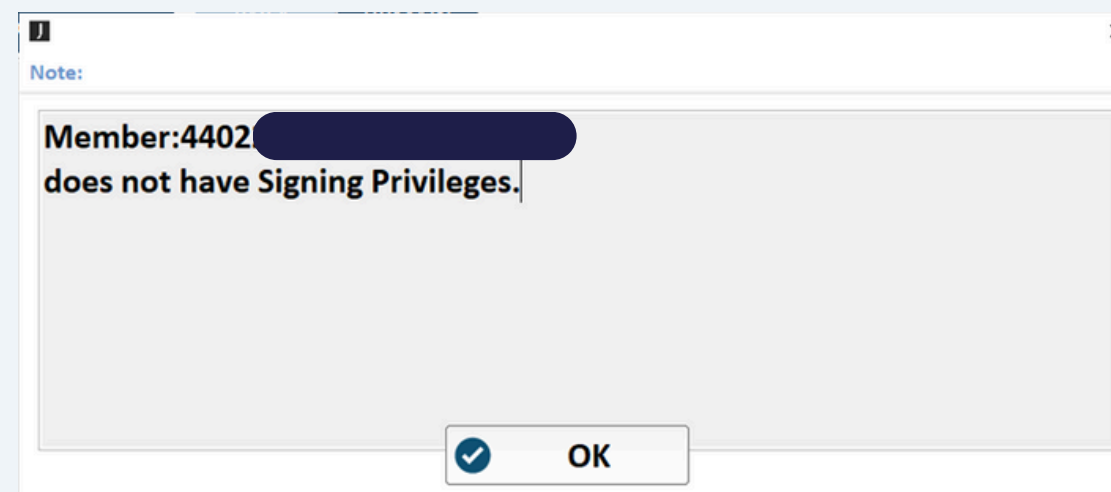
PROMO & RECIPROCALs

There are 2 Promo accounts for F&B and many Reciprocal Accounts for other Clubs we have agreements with.

 NO Signing Privileges For Reciprocals

# ACCOUNT STATUS

It is crucial to pay attention to any messages that appear in Jonas when starting a new chit. The most common ones are:



## WHAT DO THOSE MESSAGES MEAN?



1. **PAST DUE/DELINQUENT**
2. **THEY HAVE REQUESTED NOT TO CHARGE ANYTHING TO THEIR ACCOUNT**
3. **THEY ARE RENTING THEIR UNITS**
4. **THEY ARE TENANTS**
5. **THEY ARE RECIPROCAL FROM OTHER CLUBS**

When a member has any of these statuses or messages, **they CANNOT charge to their account. IMPORTANT: DO NOT USE PROMO NUMBERS OR 70002 TO SETTLE THESE CHITS.**

The server must request payment before the person leaves.

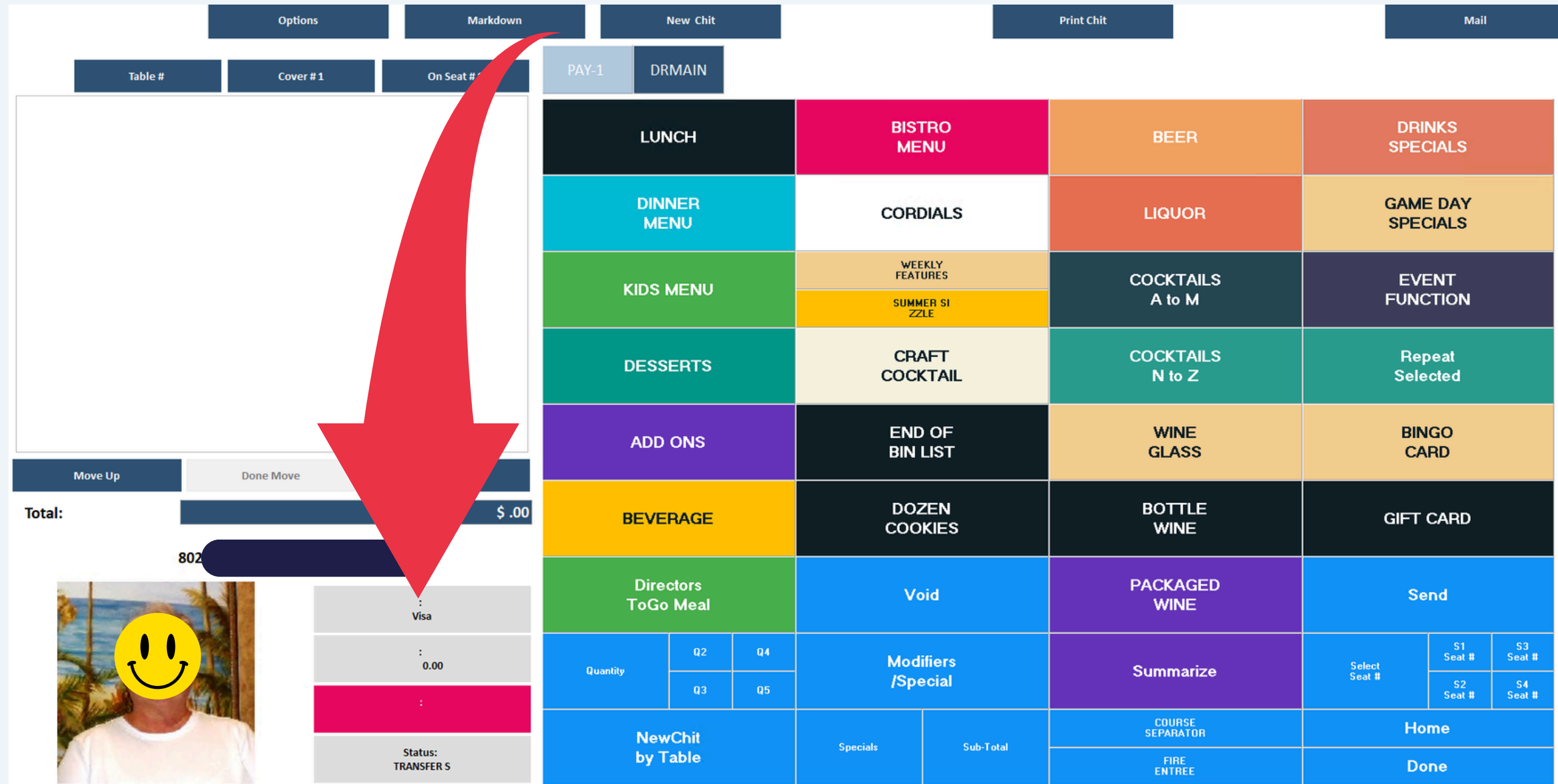
**We want to handle these situations with discretion to avoid making anyone uncomfortable about their status. While we won't treat them differently, we will kindly request payment.**

For example, if a Renter does not have a credit card on file:

“It appears you don't have a credit card on file, Mr. Smith. You are welcome to stop by the Admin Office to provide your credit card information for future visits, but in the meantime, I'll need to request your physical card to process today's charges.”

Ensuring payment is provided before they leave is essential, not only for the accounting department's daily sales closure but also to prevent the server from potentially losing their gratuity.

# HOW DO I KNOW IF A RENTER/TENANT HAS A CREDIT CARD ON FILE?



- IF YOU SEE A CARD BRAND (VISA, MASTER, AMEX, DISCOVER) TO THE RIGHT OF THEIR PROFILE PICTURE, THAT RENTER HAS A CREDIT CARD ON FILE. SETTLE THE CHIT WITH THE "CARD NOT PRESENT" BUTTON.
- IF THAT SPACE IS BLANK, THE RENTER DOES NOT HAVE A CREDIT CARD ON FILE AND THE SERVER WILL HAVE TO ASK FOR THEIR PHYSICAL CARD.

# F&B PROMO ACCOUNTS: 95000 & 97000

YOUR F&B MANAGERS AND SERVERS WILL GO OVER THESE TWO NUMBERS DURING TRAINING.

## FOR ACCOUNTING PURPOSES YOU ALWAYS WANT TO MAKE SURE OF THE FOLLOWING:

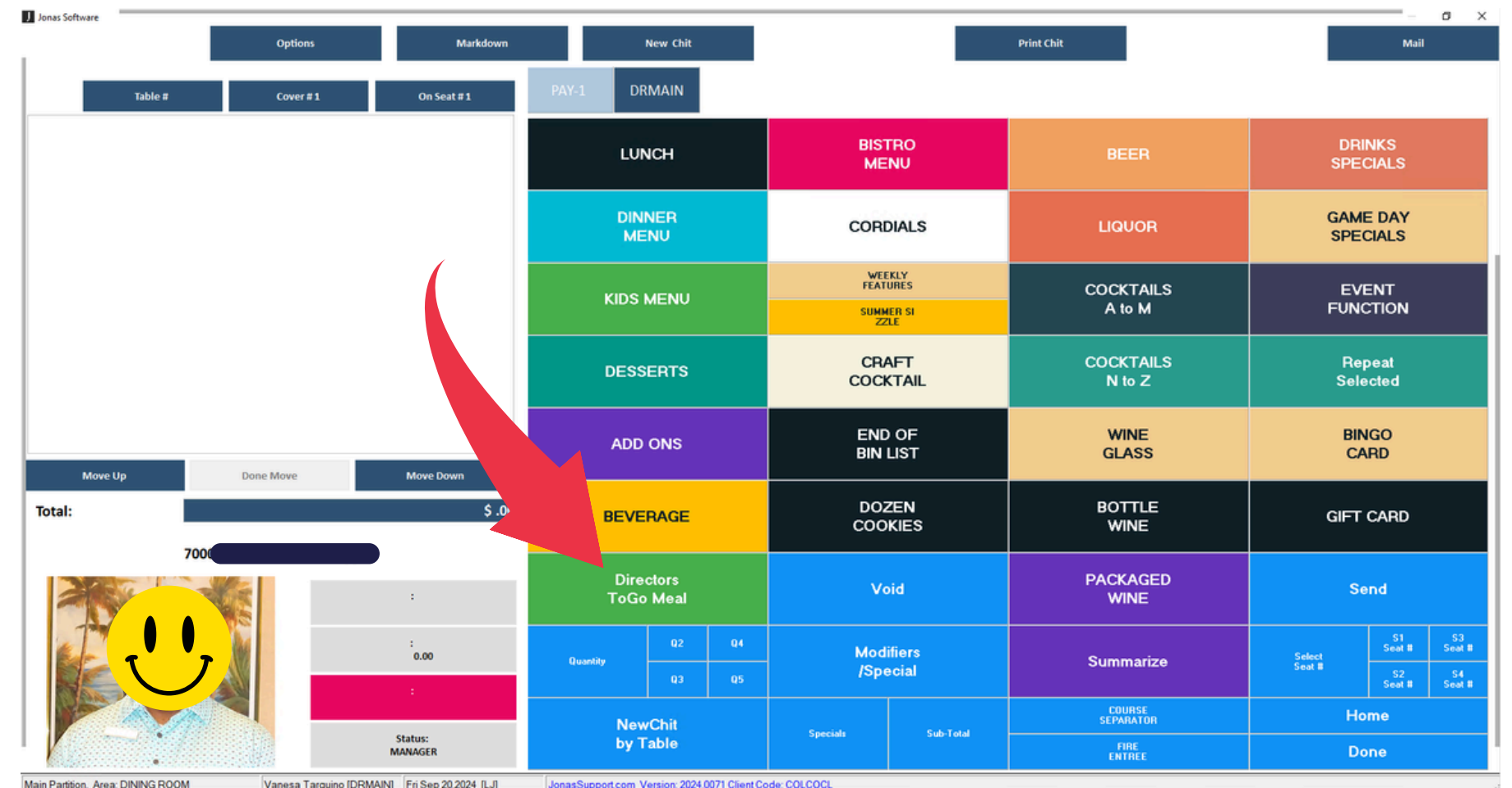
- **Get approval** from your F&B Supervisor, F&B Assistant Director or F&B Director on duty to settle a chit using any of the promo numbers.
- **Get the chit signed** by that F&B Supervisor, F&B Assistant Director or F&B Director on duty once the chit is closed.
- Either you or your superior must **write on the chit the reason** why you are using that promo number.
- **Attach the original chit** (the one that has the member number of the person that got the comp) to the back of the promo chit.
- **Put the promo chit with the rest of your chits** to be turned in at the end of the day. It would be greatly appreciated if the promo chit is on top of the other ones so we can easily find them every day



# DEPARTMENT HEAD TO-GO FOOD ORDER PROCEDURE

WHEN AN APPROVED EMPLOYEE OR A DEPARTMENT HEAD IS TAKING THE FOOD TO-GO (NO SERVICE INVOLVED)

- 1 LOOK UP RESPECTIVE DEPARTMENT HEAD'S MEMBER #: They all start with #7
- 2 RING IN MEAL USING BUTTON DIRECTORS TOGO MEAL, LOCATED IN THE “DRMAIN” SCREEN.
- 3 HIGHLIGHT THE ITEM AND CLICK ON MODIFIERS/SPECIAL TO TYPE IN THE DESIRED MEAL. EX: “MISTO SALAD”. THEN
- 4 HIGHLIGHT AND MODIFY AGAIN IF MORE DESCRIPTION IS NEEDED. EX: “ADD GRILLED CHICKEN” OR “ NO CHEESE”
- 5 DO NOT RING IN FOUNTAIN DRINKS.
- 6 PLEASE HAVE THE DEPARTMENT HEAD SIGN THE CHIT.
- 7 TURN IN CHIT WITH THE REST YOUR DAILY CHITS.



# THE IMPORTANCE OF CHARGING THE RIGHT MEMBER

MISTAKES ARE A NATURAL PART OF BEING HUMAN!

HERE IS THE CYCLE OF WHAT HAPPENS AFTER AND HOW THESES SITUATIONS CAN BE AVOIDED

## 1 - WRONG MEMBER GETS CHARGED

Member detects the error and contacts us.

## 2 - RESEARCH

We search for the original Chit, stored in the Accounting Office.

## 3 - THE TWO SCENARIOS

The original chit is signed and legible and we can move the charge to the right member.

The original chit is NOT signed OR legible and we CANNOT move the charge to the right member.

## 4 - THE RESOLUTION

We contact one member to let him/her know we have removed the charge from the account. We contact the other member to let him/her know of a missing charge on their statement.

The chit gets comp'd and the gratuities on that chit get reversed

## 5 - THE REPERCUSSION

UNFORTUNATELY, AN HONEST MISTAKE CAN COST THE SERVER TO LOSE THE GRATUITY INVOLVED IN THAT TRANSACTION. **HOW CAN THAT BE AVOIDED?**

**NEXT** ➡





- ✓ UNLESS YOU ARE 100% SURE YOU KNOW THE MEMBER'S NAME, ASK FOR THE MEMBER NUMBER AS SOON AS YOU TAKE THE FIRST ORDER
- ✓ AFTER YOU TYPE IN THE MEMBER NUMBER OR YOU DO A NAME SEARCH, LOOK AT THEIR PROFILE PICTURE ON THE BOTTOM LEFT OF THE SCREEN AND MAKE SURE THAT'S HIM/HER. WHEN IN DOUBT, ASK THE MEMBER TO VERIFY THE # OR THEIR LAST NAME
- ✓ MAKE SURE IT IS THE RIGHT CHECK FOR THE RIGHT TABLE BEFORE YOU DROP IT OFF
- ✓ BEFORE CLOSING THE CHECK, LOOK AT THEIR SIGNATURE AND HAND-WRITTEN MEMBER NUMBER TO MAKE SURE THEY MATCH THE MEMBER YOU CHOSE IN JONAS.
- ✓ IF MRS. IS THE ONE DINING, CHARGE MRS., NOT MR. AND VICEVERSA. IN OTHER WORDS, IF THE "A" MEMBER IS THE PERSON BEING SERVED, DO NOT CHARGE THE MAIN ACCOUNT. CHARGING THE SIGNIFICANT OTHER COULD LEAD TO DISPUTES.
- ✓ ALWAYS GET YOUR CHITS SIGNED (DINING AND EVENTS)! THIS CAN HELP RESOLVE THE ISSUE AND PREVENT FROM GRATUITY LOSS.

# TEAM WORK MAKES THE DREAM WORK

*#BeKind*

*Please:*

- ✓ **CLOSE YOUR SHIFT AT THE END OF THE DAY.**
- ✓ **IF YOU HAVE A CHIT THAT NEEDS TO BE VOIDED, PLEASE ASK YOUR MANAGER OR SUPERVISOR TO DO IT ON THE SAME DAY. DO NOT LEAVE NOTES ON THE CHIT REQUESTING ACCOUNTING TO DO IT THE NEXT DAY.**
- ✓ **DO NOT STAPLE YOUR STACK! USE PAPER CLIPS. IT IS OK TO STAPLE YOUR SIGNED CHIT WITH YOUR CLOSED CHIT, BUT DO NOT STAPLE THE STACK OF CHITS AT THE END OF THE DAY.**
- ✓ **PLACE YOUR CHITS ORGANIZED AND STACKED TOGETHER WITH YOUR END OF SHIFT REPORT INSIDE THE DAILY ENVELOPE.**

*Thank you!*

THANK YOU!  
WE ARE GLAD  
YOU ARE HERE