

## Supervise practices for handling payments

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### Overview

This standard is about monitoring and controlling the handling of payments, collecting takings and processing payment information. This standard is for hospitality team leaders, first line managers or supervisors.

Handling payment is by implication a critical transaction for any organisation. It's not just a case of understanding the increasing range of payment methods customers may use, it's also important to understand legal requirements, your organisational policy, how to deal with fraudulent payments, emergency situations and much more.

This standard therefore covers not only how to supervise staff when handling payments, it also covers key areas such as maintaining security and dealing with difficulties that may arise in connection with payments and takings.

When you have completed this standard you will be able to demonstrate your understanding of and your ability to:

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### Performance criteria

You must be able to:

1. Ensure staff have sufficient resources to carry out the service
2. Ensure staff have the information and skills in order to carry out their work effectively
3. Ensure that staff communicate with customers in a way that is likely to promote good will and understanding
4. Ensure staff handle payments according to your organisations procedures and payments and refunds are correctly authorised
5. Ensure that staff follow payment point safety and security procedures
6. Deal effectively with any problems which occur at payment points
7. Collect payment point contents following your organisation's procedures
8. Reconcile actual takings against recorded takings and follow your organisation's procedures and legal requirements to deal with any discrepancies
9. Complete all documents relating to takings and process in line with your organisation's procedures

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### Knowledge and understanding

You need to know and understand:

1. The different roles and responsibilities of people in your area of work in relation to handling payments and collecting takings
2. Which organisational procedures relate to handling payments
3. What the limits of your authority are when controlling payments
4. How to plan the security of staff and takings
5. Who to gain security advice from
6. Electronic point of sale systems (EPOS)
7. The various payment methods used in the industry, for example: cheques, credit cards, charge cards, contactless 'smart' cards, chip and pin, vouchers and how to process them
8. The types of payment accepted by the organisation and how to process them according to your organisation's guidelines
9. What confirmation systems are available when authorising payments
10. How to estimate the resources you need for handling payments and who to gain approval from when you require additional ones
11. How to control the issue and use of resources
12. How to present information concerning the payment procedures
13. The types of problems that may occur when controlling payment practices and how to deal with these effectively
14. How to deal with suspected dishonesty in the organisation
15. How to monitor staff performance against organisational standards
16. What action to take when staff performance falls below standards
17. How to operate the payment points and equipment used in your organisation
18. How to deal with fraudulent payments
19. How to deal with emergency situations, robbery and threats to safety
20. Which organisational procedures relate to the collection of takings
21. How to operate payment points to obtain till readings
22. How to record information legibly and who this information should be passed on to
23. How to implement your organisation's security procedures
24. Which organisational procedures relate to processing payment information
25. How to communicate with staff to gain information about discrepancies
26. What documentation must be completed and how to do so
27. What action is appropriate in response to discrepancies

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### Behaviours

**The following behaviours are provided as guidance to underpin effective performance of a hospitality supervisor**

1. You comply with, and ensure others comply with, legal requirements, industry regulations, organisational policies and professional codes
2. You clearly agree what is expected of others and hold them to account
3. You focus personal attention on specific details that are critical to achieving successful results
4. You check the validity and reliability of information
5. You make appropriate information and knowledge available promptly to those who need it and have a right to it
6. You respond quickly to crises and problems with a proposed course of action

### Links to other NOS

This standard is a sector specific standard and has particular links with the following standards in the Hospitality Supervision & Leadership suite of standards:

- HSL1-5
- HSL8
- HSL10
- HSL11
- HSL21
- HSL22

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