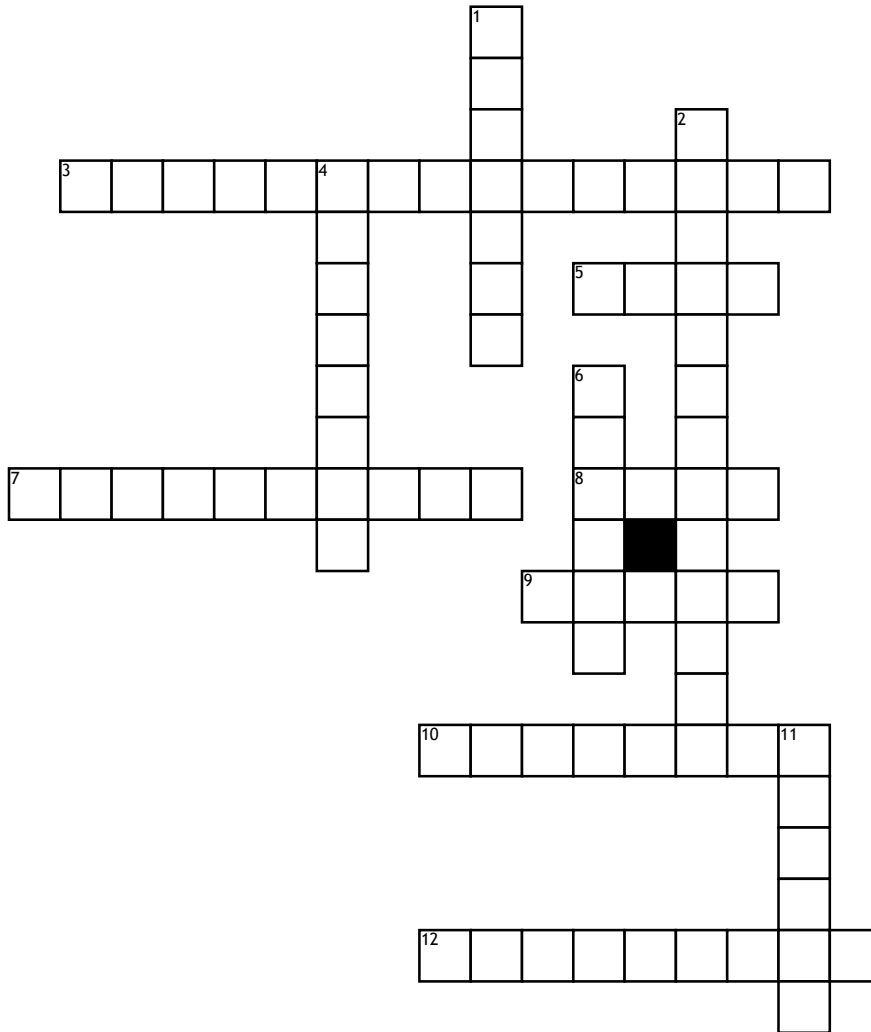


# Daily Sales Transactions Policy & Procedure



**Across**

- 3. F&B employees are required to verify the name and level on this when serving free beverages to patrons.
- 5. The F&B manager must authorize a \_\_\_\_\_ in micros when an employee has made an incorrect entry.
- 7. The Box Office employee is to direct the customer to a cash dask when recieving this type of currency as payment from a patron.
- 8. A note for money owed for food/beverage.
- 9. Employees are not to remove \_\_\_\_\_ from the gaming floor.

- 10. The F&B employee is to ensure that any \_\_\_\_\_ / gift certificates / employee gift cards received have not expired.
- 12. Any box office refunds and \_\_\_\_\_ must be approved by OSM's before they can be processed in the system. Any tape referencing both should be included in the cash out along with the ticket.

**Down**

- 1. for product quailty or service related issues, walkouts, incorrect food orders entered, etc.

- 2. All employees and board members must present their \_\_\_\_\_ to the Box Office staff to be eligible for the staff promotion.
- 4. any vouchers / gift certificates must be stamped or marked as \_\_\_\_\_ upon use.
- 6. All food and beverage sales must be entered into \_\_\_\_\_ at the time of the transaction.
- 11. What is the minimum Players club level required to obtain free coffee and pop from F&B services?

**Word Bank**

- |                   |           |          |             |
|-------------------|-----------|----------|-------------|
| gaming license    | micros    | vouchers | redeemed    |
| players club card | quality   | silver   | US Currency |
| chit              | exchanges | money    | void        |