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Cash Handling Policies and Procedures

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Cash Handling Policies and Procedures

SECTION 1: GENERAL POLICIES

- All money in the restaurant belongs to honeygrow.
- All people who work the cash register, regardless of whether they are a cashier or a manager, have their own cash drawer.
 - No other person shall have access to that drawer.
 - Sharing drawers is forbidden. This means that managers and cashiers must not ring up transactions on anyone's drawer except their own, including when a cashier is training.
- All people who work the cash register must have their own unique swipe card, which will be the only permissible way to access their drawer.
- Each person who works the cash register must hit 'Switch User' on the Point of Sale (POS) terminal before stepping away from the register.
- The cash drawers must be completely closed between transactions.
- No new transactions can be started while the cash drawer is open.

EXAMPLE: Once money is tendered into the POS and the drawer opens, the transaction must be completed before doing anything else. If a guest gives you a large bill (for example, a \$100 bill) and then changes his mind and asks for that bill back, always get a manager to assist in giving the guest back their bill.

- Cashiers may not open the cash drawers to provide change for guests except when the drawer is open after a cash transaction is complete.
- Everything must be rung up at the POS or paid for online. Everything must be accounted for (food sold to guests, comps, employee meals, promotions, sodas, drinks, extra add-ons, etc.) and must be accurately rung in.

EXAMPLE: A guest comes into your restaurant and asks for a fountain soda. He's a regular. You feel that it would WOW that guest to give him a fountain soda and not charge him. What should you do? Ring this soda up as a 100% Discount Item. If you don't ring this up as a 100% Discount Item, you're violating our cash handling policies.

- Failure to ring items into the POS is considered theft and will be punishable as such.

EXAMPLE: A guest comes in and orders a honeybar and a bottled beverage with you at the POS. You give him a honeybar and the beverage, but only ring up the beverage. The guest did not give you any promo cards and there is no promotion going on. Failure to ring up the honeybar is considered to be theft, a violation of this policy, and may result in your termination.

- Each cashier is expected to achieve a drawer that is very close to being balanced. The over/short allowance is \$2 per shift.
- All documented receipts must be saved under the register to be compiled at the end of shift.
 - All receipts are to be saved for auditing purposes for the entire month and disposed on the 15th of the following month.

EXAMPLE: Receipts that are collected on 08/09 and 08/30 are disposed of on 09/15.:

SECTION 2: hg Employees COMPS, PROMOS & DISCOUNTS

\$15 MGR MEAL (Button)

How It's Used:

- The \$15 Mgr Meal button, located under the discounts tab, should only be used for a manager's meal and the ringing cashier must provide the manager's full name on the POS.
- Regional and District Managers do not get employee meals. They must pay for their food and beverage via P-Card, personal credit card, or App.
- All criteria made under '\$15 TM Meal' also apply to \$15 Mgr Meals.

How to Document:

[Documented = Manager Initials and Receipt]

- All managers must sign, initial, or hand-print their name on the receipt for their \$15 Mgr Meal when they receive it.
 - Even though the managers' names are printed, the manager must sign, initial, or hand-print their name, then stowed under the cash register.
- TMs may never receive a \$15 Mgr Meal.

\$15 TM MEAL (Button)

How It's Used:

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- The \$15 TM Meal button, located under the discounts tab, should only be used for a team members meal and the ringing cashier must provide the TMs full name on the POS
- Team members are eligible to receive a \$15 TM Meal during their break period, before their shift, and after their shift on days they work.
- They are also eligible for a \$15 TM Meal when working in their home restaurant and when working in another restaurant as a "loaned" team member.
- Managers in Training, General Managers, and Service/Kitchen Managers may not have their meals rung up as \$15 TM Meal. The \$15 Mgr Meal button should be used instead.
- All \$15 TM Meals must be made accurately according to their ticket.
 - No ticket, no meal.
 - It is prohibited to make your own meal, another team member must complete your entire order.

EXAMPLE: A salad was made for his shift meal at 2:20 p.m by a friend who he also works with. The team member then rings in his salad at 2:30 p.m. This would be a cash handling violation.

- \$15 Shift Meals must be rung up individually, accurately, and processed right after the meal has been entered.

EXAMPLE: A stir-fry has been made for her shift meal at 6:18 p.m. The manager then closes her meal out at 6:21 p.m when it has been finished.

- It is unacceptable to pad food costs by ringing up additional items such as extra sides, beverages or other menu items when the employee did not actually have those items as part of the \$15 Shift Meal.
- \$15 TM Meals are limited to one meal per shift. If an employee works more than one shift a day, the employee may have an additional meal for the second shift.
- Products or meals of any kind may never be consumed by anyone without being rung up and paid for completely and accurately according to Cash Handling Policies and Responsibilities
- All \$15 TM Meals must be consumed on premises and not taken to go. Under no circumstances may any \$15 TM Meal food be taken home, including, but not limited to, at the end of the shift. No leftovers are to be taken home. All food that is taken home must be rung up at the POS and paid for with a 25% Team Member discount.

- Bottled beverages, canned beverages, juice boxes/pouches, brownies and catering orders are not permitted as part of an Employee Meal.
- Never Discount Items or Check %/\$ an employee meal; These are only used for guests.

How to Document: [Documented = Employee Signs Receipt]

- All team members must sign, initial, or hand-print their name on the receipt for their \$15 TM Meal when they receive it. Even though the team member's names are printed, they must sign, initial, or hand-print their name, then stowed under the cash register.

25% TEAM MEMBER (Button)

How It's Used:

- The 25% Team Member button should be used for any purchases made for purchases separate from the \$15 TM Meal or on purchases made on their days off.
- This is not applicable for gift card purchases or catering.
- This is only applicable to team members and does not apply to friends and family.

How to Document = [Documented = Employee Signs Receipt]

- All team members must sign, initial, or hand-print their name on the receipt for their 25% Team Member meal when they receive it. Even though the team member's names are printed, they must sign, initial, or hand-print their name, then stowed under the cash register.

RSC Meals and Discounts

How It's Used:

- RSC employees receive account credits each month in their honeygrow account. These credits may be used in-app, when ordering online and in-store on the kiosks.
- RSC employees are eligible to receive a 25% discount in-store when they have no app credit available.
 - The 25% Team Member button should be used for these purchases made for purchases separate from the RSC account credit

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- This is not applicable for gift card purchases, catering and/or bottled beverages unless otherwise approved by the District Manager
- This is only applicable to RSC employees and does not apply to friends and family.

How to Document [Documented = Employee Signs Receipt]

- All RSC employees app credit used with be reflected on the Toast Sales Summary report as “discount applied”.
- All RSC employees must sign, initial, or hand-print their name on the receipt for any 25% Discount used on a meal when they receive it. Even though the names are printed, they must sign, initial, or hand-print their name, then stowed under the cash register.

Bottled Drinks and Juice Boxes

- All restaurant-level employees, including managers, may purchase bottled/canned beverages or juice boxes for their own personal consumption using the 25% Team Member Discount. The remaining 75% must be paid for with the employee's personal funds.
 - They may purchase bottled beverages or juice boxes with their discount when they are in their home restaurant and off duty.
 - They may also purchase this with their discount if they are working a shift in another restaurant.
- All bottled/canned beverages and juice boxes purchased with the 25% Team Member Discount may be consumed in the restaurant or taken to go.
- Bottled beverages and juice boxes for Team Members, including managers, may never be rung as a Manager Comp or Employee Meal.
- Regional and District Managers must pay for their bottled beverages and juice boxes via P-Card, app, cash, or a personal credit card. At no time may these items be discounted or comped for Regional or District or RSC employees.
- Bottled beverages and juice boxes may never be consumed by anyone without being rung up and paid for completely and accurately according to Cash Handling Policies and Responsibilities.
- All 25% Team Member Discount bottled beverages and juice boxes must be rung up individually by the cashier at the time the employee receives the drink. It is acceptable for more than one bottled drink to be purchased by the same employee using this discount.

SECTION 3: hg Guests COMPS, PROMOS & DISCOUNTS

Discount Item %/\$ or Discount Check %/\$ (Button) How It's Used:

- These comps are used to make up for a poor guest experience and, occasionally, to wow a guest or reward a regular. In general, these are to be used at the manager's discretion.
- Employees may never receive a manager comp.

How to Document: [Documented = Manager's Signature/Initials on Copy of Receipt and Explanation on POS]

- All discounted and comped receipts must be signed by a manager and provided an explanation for the discount.
 - This must be written legibly on the receipt. The explanation must explain why the comp was given in the POS. Simply writing “wow” is not sufficient. Instead, write a specific reason, such as “ran out of rice.” Be descriptive and avoid things like “CSI”; instead write, “Customer Service Issue.”
- The receipt must be saved and placed under the register.

TREAT YOURSELF \$15 (Scanned)

How It's Used:

- This card is versatile and given to make up for a poor guest experience, wow a guest, reward a regular, or create new relationships. In general, these are to be used at the manager's discretion and encouraged to give out during busy times to recover guests from negative experiences.
- Should be scanned by the guest when ordering at the in-store kiosk, app, or web ordering. Applies to the entire check.
- Employees may never receive or redeem a Treat Yourself \$15 card.

How to Document: [Documented = Voided Be Our Guest Card and Receipt]

- If a Be Our Guest card is given, the cashier must immediately void the card by punching a hole in it or applying a “X” on one side of the card, then stapling it to the receipt and stowed under the register.

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- We only honor or accept expired vouchers under your DM's discretion, regardless of whether the currency is a physical card or a mobile offer. If it is expired, politely explain that you have to check with your superior or that the card is not valid and request another form of payment.

\$3 OFF VOUCHER (Scanned)

How It's Used:

- Should be scanned by the guest when ordering at the in-store kiosks. Applies to the entire check.

How to Document: [Documented = Voided \$3 Off Voucher and Receipt]

- If a \$3 Off Voucher is given, the cashier must immediately void the card by punching a hole in it or applying a "X" on one side of the card, then stapling it to the receipt and stowed under the register.
- We only honor or accept expired vouchers under your DM's discretion, regardless of whether the currency is a physical card or a mobile offer. If it is expired, politely explain that you have to check with your superior or that the card is not valid and request another form of payment.

15% OFF VOUCHER (Scanned)

How It's Used:

- Should be scanned by the guest when ordering at the in-store kiosks. Applies to the entire check.

How to Document: [Documented = Voided 15% Off Voucher and Receipt]

- If a 15% Off Voucher is given, the cashier must immediately void the card by punching a hole in it or applying a "X" on one side of the card, then stapling it to the receipt and stowed under the register.
- We only honor or accept expired vouchers under your DM's discretion, regardless of whether the currency is a physical card or a mobile offer. If it is expired, politely explain that you have to check with your superior or that the card is not valid and request another form of payment.

MEAL FOR 2 VOUCHER (Scanned)

How It's Used:

- Should be scanned by the guest when ordering at the in-store kiosks. Applies to the entire check.

How to Document: [Documented = Voided Meal for Two Card and Receipt]

- If a Meal for Two Voucher is given, the cashier must immediately void the card by punching a hole in it or applying a "X" on one side of the card, then stapling it to the receipt and stowed under the register.
- We only honor or accept expired vouchers under your DM's discretion, regardless of whether the currency is a physical card or a mobile offer. If it is expired, politely explain that you have to check with your superior or that the card is not valid and request another form of payment.

MARKETING \$/% (Button)

How It's Used:

- The Marketing \$/% button is to be used only for marketing events that have been pre-approved donations by their DM and marketing team.

How to Document: [Documented = Manager's Initials and Receipt with explanation]

- All discounted and comped marketing receipts must be signed by a manager and provided a brief explanation for the discount.
 - This must be written legibly on the receipt. The explanation must explain what the comp was specifically pertaining to when applied to the check.

Example: Catering donation, Donation, etc. Fundraisers are not eligible for the button, they have their own.

- The receipt must be saved and placed under the register.

FUNRAISER (Button)

How It's Used:

- Fundraiser, located under the discounts tab, should be used when a guest, participating in a fundraiser forgets to enter the promo code GIVE(store number). Applies to the entire check.
- Is only to be used for marketing approved fundraisers by their DM and marketing team.

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- Each time the Fundraiser button is used, the check is discounted by \$0.01.

TRADE TRANSACTIONS

- No trade transactions are permitted under any circumstances except with the prior written approval of a District Manager for business purposes. This means that we cannot trade honeygrow food or products for outside food from another company.

SECTION 4: hg Guests REFUNDS

REFUNDS

How They're Used:

- Refunds should be used if we have made a mistake and charged a guest incorrectly.
- Refunds are to be used as a last resort if we have a guest with a complaint.
- A manager and cashier are required to be present for all refund transactions. Managers must use their swipe card to facilitate the refund, while the cashier must provide cash back to the guest. The cashier must not use the manager's swipe card without the manager physically present next to them.
- All refunds must be returned to the guest using the original form of tender. This means if they paid with a credit card, we must refund to the same credit card. It is not acceptable to provide cash for a transaction that was originally paid for with a credit card.
- Refunds must never be given unless the guest has the original receipt or a proof of purchase by referencing our POS or their credit card statement with approved purchase.
 - You should first offer to remake the food before providing any refund.
- Never provide a cash refund without the original cash receipt.
 - Only if the guest is unhappy that you can't provide a refund under these guidelines, you can kindly direct this guest to the "Contact-Us" section at honeygrow.com/contact-us.
- All prepaid catering orders and any catering order for which a refund is appropriate must be processed by contacting catering@honeygrow.com.

How to Document:

[Documented = Manager's Signature and Explanation]

- When a refund is issued, the cashier must have a manager's signature on the receipt and a legible explanation for the refund written on the receipt. This

applies to all refunds, regardless of the payment type. Receipts must be stowed under the register to be collected at the end of the day.

- Writing only "refund" on the receipt is not acceptable: there must be a legible explanation that tells us why a refund was given, such as "guest's food was cold."

KIOSKS, APP, POS, WEB and ORDER REFUNDS

- No other personnel, except a General Manager or District Manager, may process authorized credit card refunds in restaurants.
- If you do not have access to the Toast POS, OLO Dashboard or CardPointe Platforms to process refunds, please handle refund inquiries with your General Manager or District Manager.
 - To process a refund, the following information is needed:
 - Location
 - Date of order
 - Order number (Check #)
 - Name of guest on receipt
 - Phone number on receipt, if applicable.
 - Total refund needed for order
- All in-store kiosks and app order refunds and/or partial refunds can be processed via CardPointe by a General Manager or District Manager.
 - To process a refund, the following information is needed:
 - Location
 - Date of order
 - Order number (Check #)
 - Total refund needed for order
 - A credit can also be given under this platform as long as you can locate their last order completed with the app with the same details as above.
- All POS order refunds and/or partial refunds can be processed via Toast by a General Manager or District Manager.
 - To process a refund, the following information is needed:
 - Location
 - Date of order
 - Order number (Check #)
 - Total refund needed for order
 - A credit can also be given under this platform with the date and last 4 digits of the card used.
- All web order refunds and/or partial refunds can be processed via OLO Dashboard by a General Manager or District Manager.
 - To process a refund, the following information is needed:
 - Location
 - Date of order

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- Order number (Check #)
- Total refund needed for order
- A credit can also be given under this platform with the date and last 4 digits of the card used.

THIRD PARTY ORDER REFUNDS

- Any guest who is inquiring for a refund after ordering directly from a third party platform, kindly direct them to the perspective partner, as we do not have access to another company's system and financial department.

SECTION 5: GIFT CARD PURCHASES

GIFT CARD PURCHASES OF \$50 OR MORE WITH CREDIT & DEBIT CARDS

- Whenever a guest purchases gift cards totaling \$50 or more with a credit or debit card, the cashier must ask the guest for a photo ID and compare it to the name on the credit or debit card.

EXAMPLE: A guest comes to your restaurant and wants to purchase two \$25 gift cards with a credit card. He does not have a photo ID. Since those two gift cards total to \$50 and he does not have a photo ID, you should tell him that you cannot accept his credit card and ask him to purchase the gift cards with cash or direct him to honeygrow.com/giftcards.

- Because of the frequent fraud involving gift card purchases with credit cards, when a guest is trying to pay for a gift card purchase with a credit card and that swiped card does not work, do not manually enter the credit card number. Simply ask the guest to pay cash or with another form of payment.

EXAMPLE: A guest comes to your restaurant and wants to buy a \$50 gift card with a credit card. He has a photo ID that matches the credit card. You swipe the credit card and it does not process. You must politely tell him that we won't accept the card and ask him for another payment. Under no circumstances should you manually enter the credit card number.

- Gift cards shall not be used to purchase other gift cards under any circumstances.

EXAMPLE: A guest has a \$25 gift card and wants to use this \$25 gift card to purchase two \$10 gift cards and one \$5 gift card. You cannot do this because gift cards are not to be used to purchase other gift cards.

GIFT CARD 101: Selling and Loading a Gift Card

- Once a gift card has been purchased, the cashier or manager can load a balance on the gift card to hand to the guest with a gift card pouch and sticker if desired.

How to accept payment for the purchase of a gift card:

1. On the POS terminal, select the 'Gift Card Sales' button.
2. Select 'Open Amount'.
3. Enter the desired \$ amount and select 'OK'.
4. Accept payment for a gift card sale.
 - a. If paying with cash, select 'Cash' and proceed with accepting payment.
 - b. If paying with credit card, select 'Credit Card' and swipe the guest's card.
5. Hold on to the guest's receipt and print a second copy.

SECTION 6: KEYS, CARDS & CODES

- Every cashier and manager will have a unique swipe card to access the POS terminal.
 - The swipe card is not to be shared with anyone.
 - Only managers will have access to authorize the start and end of a drawer, discounts, comps, etc.
- Only managers will have the code to the safe and the safe must be locked at all times.
- Managers must change the code to the safe on the first of each month, in addition, whenever a manager leaves (for example, is terminated voluntarily or involuntarily, is on a leave of absence, or is transferred to another honeygrow).
 - In addition, change the combination to the safe after a borrowed manager from another location has been in the restaurant and had access to the safe combination.
- The keys to open the cash drawers are to be used only by a manager, never by cashiers.
 - The following are the only approved reasons for a manager to use a key to manually open a cash drawer:
 - Power outages and cash drawer malfunctions
- The cash drawer keys are never to be left in or around the POS area. They must be stored in the safe or kept by a manager on his or her person.

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- It is the responsibility of the restaurant's management team to see to it that a malfunctioning cash drawer (for example, one that does not open or close properly or is not properly secured) is swiftly repaired by contacting IT as soon as possible and following up as necessary to ensure that all cash drawers are functioning and maintained in good working order.
- Empty cash drawers must be left open each night.
- IT must be contacted immediately if any key to a cash drawer or drop box is missing so that a replacement can be sent.

SECTION 7: CASHIER RESPONSIBILITIES

MAINTAINING THE CASH DRAWER

All cashiers are responsible for maintaining the contents of their cash drawer in good order, including:

- **Starting Drawer:** to be counted by cashiers at the beginning of their shift and recorded in the Daily Cash Reconciliation Form while ensuring enough change is in the appropriate denomination at all times.
- Managers should verify the appropriate starting drawer amount on the Toast POS prior to opening.
- **Cash Received as Payment:** money received from the guest is to be counted for accuracy as is money returned to the guest as change.
- **Business Checks**
NOTE: We do not accept checks.
- **Gift Card Purchases:** make sure purchases are rung for the correct amount and the guest's check is tendered completely before providing the gift card and closing the check out.
- **Tax Exempt Receipts:** save a copy of every Tax Exempt receipt and place it under the register.
- **House Account Receipts:** Save a copy of every receipt and place it under the register.
- **University/Campus Card Receipts:** a copy of the University/Campus Card receipt (from the University/Campus Card reader) must be attached to the corresponding Toast receipt and placed under your register. These bundles must then be included in your End of Day Packet and saved as part of your restaurant's records.

NOTE: If you are in a restaurant that accepts University/Campus Cards, you must ring every such transaction into the Toast POS and swipe the campus card into the Campus Card Reader. If you do not swipe this transaction into your restaurant's Campus Card Reader, you are not getting paid for this food!

- Print out the Daily Sales Report (DSR) from Toast with the EOD Packet and confirm total number of University/Campus transactions to the DSR.

RECEIVING CASH, GIVING RECEIPTS & COUNTING CHANGE

- Every guest must be given a receipt for every cash transaction.

CASH COUNTS & DEPOSITS

- All cashiers are responsible for counting their drawer at the beginning and end of every shift. This is to be done by each cashier and manager.
- All counts must be completed in the office.
- All cash drawer counts are to be recorded on the Daily Cash Reconciliation Form.
- The manager in charge will log into the computer, log into Google Drive and pull up the Daily Cash Reconciliation Form for the cashier.
- The manager in charge will also audit all petty cash and deposits in the safe on this form.
- At the end of each AM and PM shift, cashiers will count their drawer, with the manager present and enter the count on the Cash Rec Form.
- The cashier must then turn the money over to the manager in charge and the manager in charge is responsible for counting the money again, prior to doing the deposit, to verify that the count is correct. The cashier must sign the Cash Rec Form upon checkout.
- Cashiers should then count the drawer back to its starting value. The remainder of the money must then be separated as the deposit. Finally, the manager must compare the Closed Drawer Report receipt to the amount recorded on the Cash Rec Form – these must ALWAYS match.
- Any variances must be approved by the manager and follow the appropriate steps to record the discrepancies.
- The manager in charge and the cashier will both sign the Cash Rec Form; then, the manager in charge will prepare the deposit, verify the amount and put the deposit in the safe. The manager in charge must sign the Cash Rec Form after validating the count and validating that all the appropriate comp and promo receipts are there before completing this as a part of the nightly paperwork.
- There will be two signatures on every Cash Rec Form: one from the cashier and one from the manager.
- When a manager is assigned to a cash drawer, the manager must count the money with another TM present and both individuals signatures will be the on the Cash Rec Form.

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CASHIER CHECKOUTS

- All cashiers are responsible for recording their counts on Cash Rec Form and ensuring that the amount of cash they have placed in the deposit matches the declared amounts of cash on the Closed Drawer Report.
- The Cash Rec Form and Closed Drawer Report are to be grouped with all necessary receipts received during the shift and placed in the daily envelope.
- The receipts must be neatly organized by type.
- There must be two distinct signatures on every Cash Rec Form prepared by the manager and cashier.
- By signing, the cashier confirms the cash count is accurate and all necessary receipts saved during the shift are accounted for. The second signature, by the manager, validates that all the money is received and the deposit is made.
- There must be a written explanation for any missing receipts from comps, discounts, and promos.
- Cash issues in excess of \$25 must be communicated to your General and District Manager.

COMMON SCAMS

Phone Scammers – a phone scammer is looking to get our managers to remove money from the restaurant. The caller often claims to be from RSC; the phone number may even show up as a RSC phone number. The caller may also claim to be from the FBI, the IRS, the U.S. Marshals, or various other law enforcement agencies. They typically have a story about the GM or Apprentice who is allegedly in trouble for a crime such as embezzlement or counterfeiting. A scam caller may also claim to be from a utility company, telling the store that their gas or electric is going to be shut off within the hour if they don't make an immediate cash payment.

- Because of this: all employees need to know that money should never be removed from the restaurant for any reason. No one from honeygrow would ever ask you to do this. If someone ever asks us to remove money from the restaurant for any reason, we should tell them no and hang up the phone. The call must immediately be reported to your District and General. A scammer may tell you not to tell anyone about the call; however, you will not get in trouble for reporting such a call.

Shortchange Artist – a shortchange artist is looking to confuse the cashier and get additional money as part of their change. Often, they will pay for a low dollar item with a large bill. The scam will involve asking for the large bill back, while still trying to collect the change.

- Because of this: Once money is tendered into the POS and the drawer opens, the transaction must be finished before doing anything else. If a guest gives

you a large bill (for example, a \$100 bill) and then changes his mind and asks for that bill back, get a manager to assist in giving the guest back his bill.

Refund Scammers – a refund scammer will almost always be looking for a large cash refund for a transaction that involves multiple entrees with a large total. These scammers will often not have a receipt or may have one from a credit card transaction. If you suspect fraud, you should always kindly ask questions to verify the validity of the transaction with a manager present.

- Because of this: Cash refunds must never be given unless the guest has the original cash receipt and a legitimate reason for demanding a refund. Never provide a cash refund without the guest presenting the original cash receipt. If the guest is unhappy that you can't provide a refund under these guidelines, you should kindly direct them to honeygrow.com/contact-us.

Counterfeit Bills – counterfeit bills are often passed in an attempt to get legitimate currency in exchange. We often see counterfeit bills being passed for low dollar purchases. This maximizes the amount of legitimate currency that can be obtained in exchange for a counterfeit bill.

- Because of this: cashiers must check all bills that are \$50s and \$100s. The cashier must use either the counterfeit machine with the UV light and magnetic scanner to determine the validity of the bill.
- If we determine that we cannot accept the bill, we should simply give it back to the guest and ask for another form of payment.

Gift Card Scammers – A gift card scammer is looking to purchase gift cards using fraudulent or stolen credit cards.

- Because of this: we must ask for photo ID for any gift card purchases of \$50 or more and match the name on the credit card to the name on the ID. If they don't match, we cannot sell the gift card to the guest with this form of payment. We should also be on the lookout for guests who present multiple credit cards that decline. Never manually enter a guest's credit card number for the purchase of gift cards. Please refer to Section 3: Gift Card Purchases for additional details.

SECTION 8: MANAGEMENT RESPONSIBILITIES

NOTE: These apply to all salaried and hourly managers.

THE SAFE

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Cash Handling Policies and Procedures

- The safe in your restaurant is your tool to keep money secure. Only members of the restaurant's management team are to know the combination to the safe. Therefore, only managers can open or have access to the safe.
- Managers are to count the safe three times per day (open, shift change and close).
- The Daily Rec Form must be initiated by the manager completing the safe count.
- The managers are responsible for keeping the safe locked at all times.
- The safe combination must be changed monthly and anytime we lose or transfer a manager.

CASH DRAWER KEYS

- As a manager, you are responsible for keeping the keys for the cash drawers secured. Keys must remain in the safe at all times. The keys for the cash drawers must not be left around the POS.
- The cash drawer keys must not be taken home by the management team; they must be kept locked in the safe at night.
- Managers are the only people in the restaurant who should use a key to manually open the cash drawers and only in the following situations:
 - Power outages and cash drawer malfunctions
 - If a manager needs to open a cashier's drawer, the manager and cashier must be present when the drawer is opened.
- Never share the keys with anyone who is not a member of the restaurant's management team.

MONEY IN THE RESTAURANT

All of the money in your restaurant is honeygrow's money. As a manager, you set the standard for handling this money. Your restaurant will have a minimum of 3 banks at all time:

1. Main AM Cash Drawer: for the main cashier in the AM
2. Main PM Cash Drawer: for the main cashier in the PM
3. Safe: to be used to store extra small bills and coins to make change for the cash drawers from the petty cash. The safe must be counted at open, shift change and close.

At no time should money be left unattended.

The amounts of these drawers will vary by restaurant. Whenever they are counted, the counts must be recorded on the Daily Cash Rec Form and initiated by the individual(s) completing the count.

LOST AND FOUND

- If a lost credit card, wallet, iPhone, etc., is found in the restaurant, the manager on duty must lock that item in the safe. If there is information with the guest's phone number on the item, the manager must call the guest immediately and ask the guest to come back with an ID to retrieve the item. Guests who lack ID must prove to a manager, through knowledge of the contents of the item, that they own the item. After holding onto a credit card for ten days, destroy the card by cutting it multiple times and discard it.
- Once employees take possession of an item, they are responsible for it.
- It is not acceptable to leave a lost phone or wallet on the desk in the office or by the POS; instead it must be secured in the safe. If the item is too large for the safe, we must leave it in full view of a camera at all times. If you are ever unsure of this, please contact your District Manager.
- If a guest leaves a valuable personal item such as a purse, wallet, or phone for more than one week in your restaurant, call your local law enforcement, report this to them and follow their instructions.

DEPOSITS

- A manager must validate the contents of a deposit bag when the deposit is prepared and immediately enter the deposit information into Toast.
- The closing manager must verify that the AM deposit was put into the Toast POS after entering the PM deposit in Toast, print the Closed Drawer Report. If there is a large variance (over \$25), this must be researched and fixed the same night before leaving the building. Oftentimes this will be due to an input error. If not corrected, the team must document the variance and contact their General and District Manager.
- The manager who prepares a deposit is responsible for securing the deposit in the safe. This should be done immediately after the contents have been counted and validated in the bag before sealing.
- After a deposit is prepared, a manager must immediately complete the Red Book and/or Armored Car Log for Armored Car restaurants that use a logbook.
- The manager must upload the deposit slip image into R365.

BANK RUNS

- Bank runs are to be done by the opening manager – only a SM, KM, AGM, GM or DM may perform a bank run

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- All bank runs must be completed before we open or after lunch peak when the PM manager arrives and can cover the restaurant.
- All bank runs are to be done on the following days
 - Tuesday
 - Friday
- All bank runs must be made to the same bank location selected by RSC.
- While making a bank run, go directly to the bank and directly back to your restaurant without making any other stops
- All deposits must be carried in an inconspicuous bag that has been provided to you by the operations team
- All deposits must be sealed in a hg approved deposit bag.
- All bags must include the cash deposit slip and cash inside
- Opening manager that performs bank run must bring back a copy of the bank receipt to attach to the Cash Rec Form

ARMORED COURIER PICKUP

- During each armored courier pickup, the manager must be present in the office. The manager must get all deposits and change order payments out of the safe and lay them individually across the desk.
- The manager must then verify that all deposits being picked up are written on the Armored Car log.
- Once the courier has scanned and signed for these deposits, the manager must verify that all of the deposits have been signed for before the courier leaves the office.
- Managers must know exactly how many deposits are to be picked up each day. If the number of deposits ready to be picked up is less than the number that should be there, the manager must immediately inform the General and District Manager.
- Locations who don't have armored car pickups, deposits should be taken two times a week, on Tuesdays and Fridays

SWIPE CARDS

- As a manager, you must have your swipe card to access the POS on you at all times when you are in the restaurant.
- You will be responsible for providing cashiers with swipe cards to access the POS during their shifts.
- All cashiers must have their own swipe cards.
- The sharing of swipe cards is forbidden.
- At no time should a cashier have access to a manager's swipe card. This means that we cannot set a cashier up on a manager's drawer!

- If cashiers lose or break their swipe cards, provide them with new ones.

COUNTING CASH

- Whenever cashiers count their drawer (both for a beginning count and when counting at the end of their shift), they must complete their count in the office. The cashier who is assigned to a drawer or uses that drawer is responsible for counting that drawer.
- A member of the management team must verify every cashier's closing count and write their initials on the Daily Cash Rec Form. That same member of the management team must also verify the cashier's count and sign the cashier's Cash Rec Form.
- Notify your General and District Manager immediately of any cash count discrepancies in excess of \$25.

ASSISTING CASHIERS DURING THE SHIFT

During a shift, managers must assist cashiers with these five POS functions (managers must have their swipe card and cash drawer keys in the safe):

1. Filling and removing the cash drawers at the beginning and end of each shift.
2. Buying change from the safe

EXAMPLE: The cashier and manager must both confirm any transaction in which change is bought from the safe. This means that the cashier and manager must both count these monies.

For example, if a cashier gives a manager \$100 in twenty-dollar bills and the manager gets \$100 in ones from the safe, the cashier must count that \$100 out when loading it into the drawer.

3. Voiding items – managers must use their swipe card to do this.
4. Issuing refunds – only managers are authorized to issue a refund and must do so with their swipe card.
5. Opening the drawer for No Sale Transactions.

During power outages or POS/cash drawer malfunctions, the manager in charge will also be required to assist with ringing sales via the Crash Kit.

BUYING CHANGE FROM THE SAFE

1. When a cashier needs to buy change from the safe, the manager in charge must use the key to open the cash drawer in the presence of the cashier.

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Cash Handling Policies and Procedures

2. The manager in charge must verify that the amount of money coming out of the safe is equal to the amount of money going back into the safe.
3. Cashiers must verify that the amount of money coming out of their drawer is equal to the money going back into their drawer.
4. The manager in charge must secure the safe as soon as the money exchange is completed.

MOBILE PHONES, SKIMMERS & THE TRANSACTION COUNTER

- Handheld skimmers and apps that can be downloaded to mobile phones can be used to steal our guests' credit card information, leading to identity theft and severe losses as well as damage to honeygrow's brand.
- It is honeygrow's policy that nobody working should have a mobile phone on them at any time. It is critical that this policy is always administered at the POS. The mobile phone for someone working Cash should be left locked in the office.
- Managers must enforce this policy and lead by example when they are working Cash. Should you suspect that a skimmer is used, please contact your General and District Manager.

SECTION 9: GENERAL MANAGER RESPONSIBILITIES

WHEN ANY MANAGER TRANSFERS, QUILTS, OR IS TERMINATED

When any manager transfers, quits, or is terminated, the restaurant's GM must:

- Immediately change the safe combination.
- Secure the key from that manager. If we fail to do this and the key to the restaurant is not returned to us, then we must rekey the locks by logging a ticket via the UtilizeCore app.
- Cancel the alarm code by following the instructions in the Salaried Manager Alarm Guide. If you need help with this, log a ticket via the UtilizeCore app.
- Revoke access to all system accounts and passwords, e.g. Gmail, Toast, R365, etc.
- Perform a full safe count to ensure all monies and deposits are accounted for.
- When a GM transfers, quits, or is terminated, it is the responsibility of the District Manager to perform all of these requirements.