



Hospitality and Catering

# Dealing with payments

## Lesson 3

This course will enable you to develop the knowledge and understanding of dealing with payments and handling any problems that may arise.





# Basic security

- Never leave the till open
- Always lock the till if you have to leave it





## Basic security

- Every member of staff should have a security code password to identify them
- It is not a good idea to cash up at the same time every day as it could lead to becoming an easy target for a robbery





# Basic security

Always check money – is it real?

Check vouchers – are they valid?





# How to check real money

Hold the note to the light.

If you can see a water mark it is real.

A watermark is a faint image that is placed in the blank spaces on a note.





# Other checks for real money

A money checking pen and ultraviolet lamp can be used.

Some people try to tear through the metal strip running through the note, it should not tear.





# What to do with invalid bank notes

- Keep the money and talk to a supervisor ASAP
- If you feel threatened by the customer, give them the money back and ask for another form of payment

A close-up photograph of a blue £5 bank note, showing the large number "5" and the pound symbol "£". The note is slightly out of focus, with a blurred background of other banknotes.



# What to do with invalid bank notes?

If you suspect fraud call the police







# Revision Activity 3

How do you check if  
money is real or fake?