

COUNTY CENTER

2023

Parking Manual

[An instructional guideline of the cash control of Westchester County Center Parking Division. Includes summary of price lists, cash handling, and customer service procedures for the County Center Parking Division]

INTRODUCTION

Welcome to the Parking Division. We hope that you enjoy your working experience with us. Some of the nicest, hardest working people you will ever meet will be your fellow employees. We're glad that you've joined our team. Since you will be handling our patrons' hard-earned money, we have prepared some guidelines to make you more efficient at your job. The following information is provided to assist you in cash handling and selling procedures. Please read this material carefully. It is important to you.

WHY YOUR JOB IS IMPORTANT

As a parking attendant, you will be responsible for handling cash we receive from patrons. Revenue to our parking lots is derived from: Parking permits, and daily parking fees. All such revenue (at one time or another) is handled by you as a parking attendant. Accuracy is a **paramount** issue when handling such large amounts of cash. Please study this guide carefully, ask questions and try to be accurate in your money handling.

Your job can and will be fun. However, handling patrons' hard-earned money is a serious business that requires skills and concentration. We trust you will find this guide to be helpful as you do your job.

HONESTY

As a parking attendant, you are responsible for large amounts of cash and parking tickets. To protect you and other cashiers, we have designed our systems so all cash and parking tickets are verified by the parking office, signed by you and initialed by your supervisor. You will be asked to sign for and account for all monies and parking tickets with which you come in contact. We want you to be accurate in your handling of the County Center's monies and parking tickets

If you suspect another employee of dishonesty, it is your responsibility to report suspected actions to your supervisor. If you feel you cannot discuss such matters with your immediate superiors, you may talk directly to the parking supervisor or assistant manager. Your identity will be kept confidential.

We are very serious about handling cash at our parking division. Suspected dishonesty of any kind (whether dealing with a patron, employee, vendor or park property) will be treated appropriately. Any and all documented dishonesty will result in disciplinary action, prosecution and/or termination.

PARKING LOT PRICES AND POLICIES

WHAT ARE YOU SELLING?

PERMITS

Parking Permits may be purchased for parking in North White Plains lot (NWP), County Center East lot (CCE), and County Center West lot (CCW). All parking permits must be paid in full at time of purchase. The options are annual, semi-annual, quarterly, monthly and daily. All permits must be renewed by the 15th of the month prior to expiration. Any permit renewal after the 15th is subject to \$10 late fee. Payments are made via phone call, mail or in person. Cash, credit and checks are accepted. Checks should be made out to *Westchester County Center Parking*. All permits must be picked up by customer from the parking office with valid ID. Credit cards must be processed on the credit machine that reads "PERMITS."

ANNUAL

Annual permits cost \$1,205.00. Annual permits are valid from January – December of current year. Customers may purchase an annual permit until January 31 of current year at full price plus late fee. To avoid late fee, customer must purchase permit by end of day, December 15.

SEMI-ANNUAL

Semi-annual permits cost \$630.00. Valid January-June or July-December of current year.

QUARTERLY

Quarterly permits cost \$315.00. Valid for three months at a time. Jan-March; April-June; July-September; and October-December.

MONTHLY

Monthly permits cost \$105.00. Must be renewed every month for continuous access to the lots.

DAILY

NWP: \$8.00

CCE: \$8.00

CCW: \$8.00

Special Events: \$15.00 (CCE & CCW only)

REFUNDS

Refund request must be made in writing by the customer with reason for refund request. Submit the letter with the permit. Parking personnel will fill out Refund Request form and forward all necessary information to the Accounting Office for processing. The process gets completed in the Administration office and the customer will be given prorated refunded decided minus \$15 non-negotiable process fee.

LOST PERMITS

NWP: Replacement RFID cards may be requested, but be forewarned; the previous permit will be deactivated, and the customer must pay a \$25.00 replacement card fee. The Customer must request a new permit ASAP upon losing their card, as without one they will be treated like any other daily Customer (they'll have to pay the \$8.00 daily fee.)

CCE/ CCW: Refund or replacement permits will not be provided as a general rule. Permits are to be treated as cash. Any lost permit must be repurchased at regular price.

In the event of permit loss/ destruction resulting from extraneous circumstances, the parking office will handle replacement/ refunds on a case by case basis, at it's discretion.

PERMIT PRICES 2023

Permit Type	Cost
Annual	\$1,205.00
Semi-Annual	\$630.00
Quarterly	\$315.00
Monthly	\$105.00
Daily	\$8.00
Special Event	\$15.00

LATE FEE OF \$10.00 IS APPLIED TO PERMIT SALES THAT OCCUR AFTER THE 15TH OF EACH MONTH.

Cash Handling Procedure

CASHIERING TERMS

The following is a list of terms you will encounter as a cashier during your normal duties:

Amount Tendered: The money received from a patron to pay for a purchase.

Beginning Cash (Bank)/ Cash Bag: The amount of cash a cashier starts with at the beginning of a shift.

Cash: It refers to the various types of coin and currency we use at the park.

Cash Drawer: This is the tray inside the cash register where the money is contained in divided compartments.

Cash Pick-up: This is the procedure of depositing, storing, and picking up excess cash at a sales booth or any cashier station.

Cash Request: A request for money or change.

Coin: Loose change or all coin denominations.

Coupon: Discounts on a full priced ticket book or activities.

Credit Card Slips: A print out representing a credit purchase.

Currency: Usually referred to as paper money but not limited to coins.

Currency Bundles: Paper money bundled in set amounts (25 or 100).

Domestic Travelers Cheque: A method of payment, treated just like cash (with proper signature and I.D.). Foreign traveler's checks are not accepted per park policy.

Ending Cash: This is the money a cashier closes with at the end of a shift, including any and all bank money and pickups done for that day.

Exchange: Exchange to higher admission access from a lesser admission access only with receipt (additional cash required).

Loose Coin: All coin that is not rolled.

Net Amount: The total money received at the close of the shift, after the beginning cash has been subtracted.

Overage/Shortage: The difference between actual cash and coupons versus ticket inventory and sales.

Receipt Tape: A roll of blank tape that will become the individual receipts for the patrons.

Refund: Return of funds or a free/reduced pass given to a patron with appropriate approval.

Rolled Coin: Coin currency that is wrapped in paper or plastic, according to standard amounts and denominations.

Transaction: The procedure of handling a complete sale with a patron, from the time patron approaches a service window until the patron's sale is completed and the patron departs.

Void: An incorrect transaction on the POS terminal that may need to be corrected by your supervisor.

If you hear words or terms that are unfamiliar to you, please contact your supervisor or the accounting room for clarification.

PARKING DIVISION DAILY PROCEDURES

CCE and CCW BOOTH ATTENDANTS

It is the policy of our facility to ensure that all cash is handled properly. Only one employee is allowed to work on a single cash drawer at a time. Cash drawers must be secured **at all times**.

1. Upon Arrival, each Cashier will clock in, collect bank from the Parking Office, get a charged radio and then report immediately to assigned station
 - a. Clock in via thumbprint system
 - b. Parking Office: retrieve bank of the day from the designated safe and make any requests for tickets and change and verify attendance.
 - c. At assigned station, cashier should inspect booth, make sure all necessary supplies are available.
2. End of shift, each Cashier will at the end of his/her shift prepare a daily cash report (see copy attached). This includes the cash collected, tickets sold and remaining parking ticket inventory on hand along with the parking stubs for sales during their shift, they go to the Parking Office to be counted out for their shift.
3. Individual on duty in the Parking Office counts the cash collected and verifies the amount collected by checking the number of ticket stubs turned in by the cashier. The Employee that is checking the Cashier report **MUST** indicate by checkmarks that the computation of funds collected equals the amount of cash being turned in. This needs to be signed off by the individual verifying the cashier form. The Cashier inventory on hand **MUST** be verified
4. Inventory of Daily Parking tickets must be counted at the opening of the parking office and the signed inventory needs to be submitted to the accounting office (see attached copy of the inventory sheet)

5. Inventory of Daily Parking tickets must be counted at the closing of the parking office and the signed inventory needs to be submitted to the accounting office (see attached copy of the inventory sheet).
6. Accounting Office personnel will count funds and verify that said funds are what is reported on the cash report for the location listed on the report. The Accounting Office individual that counts the cash turned in must also verify the ticket count to be sure that the amount is correct.
 - a. The appropriate Cash Entry will be prepared.
 - b. Inventory reports will be transcribed into the Inventory Control sheets and the Daily sales will be compared to the reduction in inventory.

NWP BOOTH ATTENDANTS

If you are to work NWP, due to the nature of its automated system, you will not be handling any money. Upon arrival to the building, you must sign in, otherwise you will not be paid. Proceed to the Parking Office to receive the key to the NWP booth

Once you arrive at NWP, you will do one of two things depending on which shift you are working:

1. **Morning Shift Beginning:** Do a walkthrough of the lot's furthest two ticket machines to determine they are in working order. Next, return to the booth, deactivate the alarm, and inspect the other ticket machines to determine that they too are in working order. If anything is not functioning, catalog what the issue is, and attempt to rectify it. You will be trained on simple repairs, but for anything catastrophic (structural damage, power outage, anything you are not physically capable of fixing given the training received), immediately notify the parking office. Once the machines are determined to be in working order, remain in the booth until a customer needs help. Remain inside until you are relieved by the following shift.
2. **Evening Shift Beginning:** Do a walkthrough of the entire lot's machines. Regardless of how recently the previous shift has done so, you must confirm that when your shift starts, everything is in working order. If not, report it to the attendant in the booth. Your shift, and hence your responsibility to machine maintenance, starts when the previous shift leaves. Anything before that should be handled by the previous shift. Once the previous shift leaves, remain in the booth until a customer needs assistance.

For the most part, your job in NWP will require you to remain in or around the booth, so as to assist customers, direct traffic, monitor the machines, and anything else that may be needed.

When your shift is over, you will do one of the following depending on which shift you have just finished:

1. **Morning Shift End:** Upon arrival of the relief shift, once they confirm all machines are in proper working order, you may collect your belongings and

leave. If the relief shift arrives and there is an immediate issue with the machines, it will be your responsibility to either report it to the office, or administer an onsite fix.

2. **Evening Shift End:** Do a thorough walkthrough of the lot before locking up the booth. Once all machines have been confirmed as working, proceed back to the booth. Re-activate the booth alarm, and lock the booth up.

Once you have left the lot for the day, return to the building. Leave the key back in the Parking Office, and sign out.

PARKING OFFICE

1. PERMIT PARKING

Permit transactions are recorded on the Westchester County Parking Administration

- 1.1. **No permits may be issued until full payment is received** this includes late fees – Be sure that the correct form of payment is recorded (Cash, Check or Credit Card). Payments by Check must include the check number and payments by credit card must include the last 4 digits of the card number, expiration date and security code.
- 1.2. Permit is not issued to customer until you have verified that the next permit available in the safe agrees with the next permit number in the computer application.
- 1.3. Prepare acknowledgement receipt that the customer will sign before you give them the permit.
- 1.4. If there is a circumstance where a modification to payment due is required (such as a late payment waiver) make a note in the comments section of the customer record.
- 1.5. Inventory of Permits on hand must be taken at the beginning and ending of each day.
- 1.6. Print the Daily Transaction report which is to be submitted with the Signed Daily Permit Cash Report.

2. Daily Parking

When a cashier returns from his/her shift the following procedures must be followed to be sure of accuracy of funds collected and ticket inventory

- 2.1. Verify the beginning and ending numbers for the tickets sold during the cashier's shift. Indicate that you have verified the ticket numbers by recording a check mark next to the beginning and ending ticket number.
- 2.2. Calculate the number of tickets sold – use the last ticket number and add 1 to that number, and then subtract the beginning number. The results will represent the number of tickets sold. Indicate that you have checked the tickets sold by recording a check mark next to the number of tickets sold.
- 2.3. Calculate the amount that should have been collected by multiplying the number of tickets sold by the ticket price. Verify that the amount collected has been verified by recording a check mark next to the amount recorded.

- 2.4. Verify that the inventory of tickets on hand with the cashier is consecutive to the last ticket used.
- 2.5. Inventory of Daily Parking tickets on hand must be taken at the beginning and ending of each day.
- 2.6. Prepare and sign the Daily Parking Summary Report
- 2.7. When issuing books of tickets be sure that the tickets issued are in sequence with the ticket that the cashier currently has. Any tickets distributed out of sequence must be explained.
 - i. **Cashiers in the lots must have a meal break in accordance with NYS Labor Law**

All Documentation produced (Created) in the Parking Division

All Documents must be signed, initialed and dated by the individual reviewing and or preparing. This procedure is required with no exceptions. Failure to comply will necessitate proper disciplinary action.

TRANSACTION BASIC PROCEDURES

CASH HANDLING BASICS

There are several basics you should always keep in mind while completing cash transactions.

1. Acknowledge the presence of a patron, even if you are unable to assist him/her immediately. This can often be done by simply making eye contact with the patron while they are waiting in line.
2. **NEVER** leave your booth and inventory unattended.
3. Secure your cash and inventory before leaving your work area.
4. Upon accepting the patron's payment, call back the amount of the sale as well as the amount of money he/she gave you. This will prevent errors that can cause problems.
5. All bills **above** \$10.00 must be checked using the counterfeit pen or Fraud Fighter before completing the transaction.

Follow these steps to close the transaction:

- A. When making change, place the money received from the patron on **top of the cash register ledge or tray** until the cash transaction is completed. This will eliminate any question as to the denomination which was presented for payment.
- B. Continue by removing the change from the drawer. Count out silently to yourself. Then, as you pay the patron, count the change out loud.

- C. Next, proceed with the small bills and then to the larger bills. Always pay out all the bills face up and in the same direction. Hand patron their purchased items, their bill change, and receipt **at the same time.**
- D. As soon as the patron has checked their change and walks away, deposit the money in the cash drawer.
- E. Once a patron has counted their change and left your window, you cannot make up any reported shortages. It is the patron's responsibility to check their change before they leave your window. If a patron returns and claims they were short changed, explain that you cannot give anything back once they depart from the window. You are to take their name, address, and phone number. Someone will call them back or they can call in 2-3 days. *NEVER GIVE BACK MONEY OR TICKETS.*

****The on duty supervisor and must be made aware of the discrepancy and notations made. ****

- F. When placing money in the cash drawer, always place each denomination in the correct section. Place the bill face up with all the bills in the same direction.
- G. Remain polite with the customer for the duration of the transaction. Our behavior is the first thing a customer sees, and failure to do so is unacceptable. Even if the customer does not extend you the same courtesy.
- H. Likewise, if any customer (**especially a permit holder**) acts in a manner unacceptable to polite society, please inform the parking office ASAP. Permit holder status is a privilege, not a right. Abuse of said privilege is grounds for revocation.

If you receive COINS along with CURRENCY, The following lists the steps necessary for currency and coins:

1. Separate the currency from the coins.
2. Count the currency before the coins.
3. Count each currency denomination separately.
4. Separate coins into denominations.
5. Count each denomination of coin separately.
6. Count all cash and coins in the presence of the customer. Never turn your back or move away from the register with customer's money uncounted.

7. If any discrepancies exist between your total and the customer's total, count the money again. If a discrepancy still exists, ask the customer to count the money.
8. Put all currency and coins from the last transaction away before starting a new transaction.

CONFUSING CASH TRANSACTIONS

Occasionally, patrons may attempt to give you small change along with the larger bills to pay for their purchases. In some cases extra coins can be helpful, but even the best cashier can sometimes get confused.

Some patrons will give you extra coins, not realizing that the extra coins will not assist you. You must logically count back each cash transaction to yourself before giving change back to a patron. If a patron gives you a coin that will not aid you in your change making, do not be afraid to point this out. If you feel a patron is trying to purposely confuse you into giving the incorrect change, cease the transaction and notify your supervisor.

Remember to take your time. Even during the busiest of events, taking an extra 10 seconds so as to make sure the customer receives the proper amount of change will not kill anyone.

MAKING CHANGE

Change should be counted at least two times; once when the cashier counts it out of the cash drawer and a second time when the cashier counts it back to the customer. Count the change back starting with the smallest coin denomination to the highest denomination of currency.

CURRENCY & COIN BUNDLE PROCESS

Coin and currency should be rolled or bundles in the following manner:

<u>Currency Denomination</u>	<u># of Bills</u>	<u>Amount</u>
Hundreds	Misc.	
Fifties	Misc.	
Twenties	25	\$500.00
Tens	25	\$250.00
Fives	25	\$125.00
Ones	25	\$ 25.00

<u>Coin Denomination</u>	<u># of Coins</u>	<u>Amount</u>
Dollars	Misc.	
Half Dollars	Misc.	
Quarters	40	\$10.00
Dimes	50	\$ 5.00
Nickels	40	\$ 2.00
Pennies	50	\$.50

MONEY NEATNESS

One of your responsibilities as a park cashier is the correct and neat handling of our patron's cash. Below are a few simple rules you should follow to keep cash neat and easy to handle:

1. As you sell, keep **bills face up** and in the **same direction**.
2. Do **not** open rolled coins unless they are needed.
3. Bundle money in correct denominations.
4. Bundled currency should also be placed **face up** and in the **same direction**.
5. After counting beginning cash, if the cashier is over/short the correct amount of money, please contact your supervisor **BEFORE** opening window.
6. As your tray gets too much cash, bundle your money in the correct denominations as you continue to sell admissions to the patrons. Place this bundled money in your cash bag. **NOT IN THE CASH DRAWER**.
7. Paper clip or rubber band your bundles of 25. Place a paper clip in the shortest end of the bill if under 25.
8. All money is then bundled together with a rubber band with the largest on the bottom and the smaller denominations on the top of the stack. All bills must be lying in the same direction and facing up.
9. When accepting or giving bills to/from a patron, rub bills between your fingers to be sure that bills are not stuck together. This is especially important when handling new bills.

ORDERING CHANGE AND TICKETS

When you need to order Change/Tickets for your station please follow this simple procedure:

1. Determine how much change or inventory you will need.
2. Plan ahead and anticipate busy times when change or inventory will be needed. **DO NOT WAIT UNTIL YOU ARE OUT OF CHANGE OR TICKETS TO CALL.**

A pickup is the withdrawal of money from your cash drawer for the purposes of convenience and security. If you are building up a large amount of bills, contact your supervisor. The supervisor will check to determine if a pickup is necessary.

1. Upon receiving directions from your supervisor, proceed by taking excess money out of your drawer/cash bag. If you feel you are too busy to count and sell simultaneously, negotiate with your co-worker(s) about when it would be best for you to temporarily stop selling so as to properly count your change. It's better to count out properly once, than rush and need to count and re-count.
2. Do not count your drawer out in front of patrons. Always count and bundle the money on the counter top out of reach of the window opening and within your FULL control.
3. Separate large bills by denomination.
4. Group all currency by denomination. Each bundle of 25 should be held together by paper clip or rubber band with currency facing in the same direction and all currency should be rubber banded together.
5. Give the cash pickup to your supervisor only after you have counted out your currency. Your supervisor will verify your pickup and place it in an envelope to be sealed and then placed in the drop box.

DROP OFFS

1. At the end of assigned shift, proceed with closing out your cash drawer and daily ticket inventory.
2. **COUNT CASH FIRST.** Count the cash from the drawer and write the amounts on the on the "End of day" cash sheet for each denomination. Be sure to check behind and underneath the cash drawer for any misplaced currency.
3. Count loose coin and rolled coin and write amount on your cash sheet.
4. Supervisor must verify amounts.
5. The cashier will count all remaining inventory and enter the amount of each on the inventory section of your count out sheet.

6. The supervisor must verify these numbers if they are present.
7. All count out sheets should be printed legibly by the cashier and supervisor after all counts have been verified. The location and date should also be included along with your signature.
8. Make sure that your cash bag is locked and secured, and any remaining tickets have been dropped. Also make sure your area is cleaned before exiting booth and anytime you leave your station.
9. Sign out for the night. It is your responsibility to make sure this is done. **Payroll will not pay for any incomplete payroll sheets.**

FORM OF PAYMENTS

PERSONAL CHECKS

Checks will be accepted from a patron as method of payment in order to purchase permits or DOT items only. Follow these procedures when accepting business checks at our park:

1. Patrons must have photo identification with them (Driver's License, Passport, State I.D. card).
2. Checks must be preprinted with the business name, address and phone number.
3. Checks must be preprinted with the bank's name.
4. No two party checks are accepted.
5. All checks must be made out to Westchester County.
6. The patron **must** have **ALL** these if their checks are to be accepted.

CREDIT CARDS

Credit Cards are only accepted in the Parking Office and NWP. **IMPORTANT:** When accepting a credit card as a form of payment, check the back of the card to see if it has been signed. If the card is signed all that must be done is **VERIFY** the signature on the receipt draft. If the card is not signed and or the signature on the receipt draft does not match the card **ASK FOR IDENTIFICATION. DO NOT ASK FOR ID BEFORE ANY OF THE ABOVE SCENARIOS HAVE TAKEN PLACE.**

1. The amount placed on the credit card may not exceed the amount of the transaction.
2. MasterCard, Visa, American Express and Discover are the only credit cards accepted.
3. Expired cards will not be accepted.
4. The patron's signature is required on the credit card draft.
5. Compare the signature on the draft to the signature on the back of the credit card. If they do not match, you cannot accept the credit card without proper identification.
6. If the card is not signed, ask for a driver's license, passport, or state I.D. If they refuse or have no identification, you cannot accept the credit card.
7. All the elements of a credit card transaction must be legible.
8. Retain original signed receipt and place in your cash drawer.
9. Return credit card and the patron's copy of draft to the patron with their tickets.
10. At the end of the night shift, place all receipts/coupons in an envelope with your location on it and drop in safe. Do not leave this envelope in your cash drawer or ticket boxes.

There may be times when our credit card processor goes down, and will not allow us to electronically process credit / Debit cards. We have a backup process in place which allows us to continue to do business.

COUNTERFEIT CASH

We have included information on counterfeiting. Please study the information carefully. If you receive a bill which you believe is counterfeit try to stall the customer at the window, while notifying your supervisor who will alert cash room and/or security. Please pay special attention to the patron so you can give security details about the patron's physical features, clothing, voice and companions. The police request that we stall the suspect at the window.

Your description will help identify the suspect. A security officer will respond immediately to handle the situation

GENUINE OR COUNTERFEIT?

Genuine currency is distinctive because it is made through a detailed process with special paper and ink. The complicated and careful procedures not only make the currency durable, but also provide protection against counterfeiters.

United States currency notes are printed by the engraved intaglio steel plate method and each feature of the design is done by an expert in his field. A counterfeiter knows that a perfect counterfeit note that would fool an expert is practically impossible, so they must adopt a more modest objective. He/She tends to rely on his camera to produce work that will deceive an inattentive eye.

Specially made paper is another important protection against counterfeiters. Its quality is far higher than paper generally available to the public and presents a difficult feel, strength, a good appearance and printability. It should have a long life.

Can you spot a counterfeit? Perhaps the following suggestions from the United States Secret Service will help:

Remember, when checking for a counterfeit bill, look for differences not similarities.

Paper used for genuine notes is very fine quality. Small red and blue threads are in it, but may not be visible if the bill is badly worn or soiled. Counterfeit paper may feel different or may be whiter than genuine paper. Threads may be imitated by fine red and blue lines created by pen.

Rubbing a bill on a piece of paper is not a good test. Ink can be rubbed off genuine bills as well as counterfeit bills. One of the quickest and best ways to check a large bill for authenticity is to scrape one's thumbnail over the president's jacket and feel for the tiny embossed ridges that go with the jacket line pattern. This method will work when bills are fairly new.

There is no way to recover your loss when you receive a counterfeit bill from patron. Once he or she walks away from your window, it's really too late to get them to make restitution. When you spot a bogus bill, it is illegal to pass it on to others. **Scan all bills over ten dollars.** If the bill does not go through the verifier, you cannot accept the bill for payment. Ask the patron if they have another bill.

PORTRAITS ON CURRENCY

Counterfeiters rarely use the wrong portraits on notes, but occasionally they alter the amounts on bills. For example, a \$10 bill may be raised to a \$100 bill, so the portrait and back picture will be wrong.

Consequently, you should know the following portraits and pictures on the front and back of paper currency.

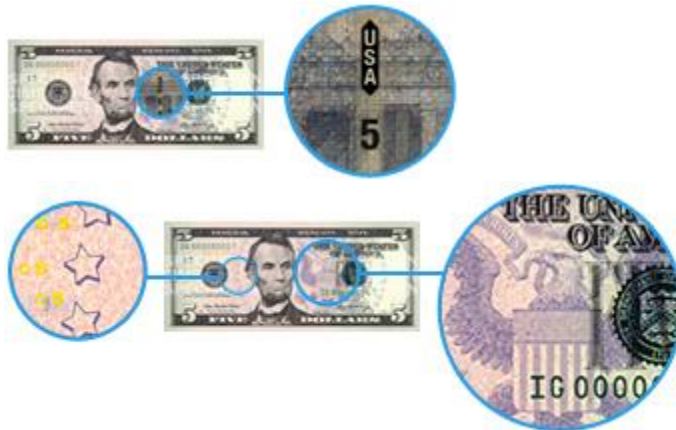
Furthermore, each note contains a UV neon colored stripe either to left or the right of the president's portrait. These colored coded stripes on the front and back of the paper currency can be identified using the Fraud Fighter UV lamp. On the bottom of the front of the Fraud Fighter has a scale indicating the correct color response for each denomination of currency.

1. \$100 = Neon Pink
2. \$50 = Neon Yellow

3. \$20 = Neon Green
4. \$10 = Neon Orange
5. \$5 = Neon Blue

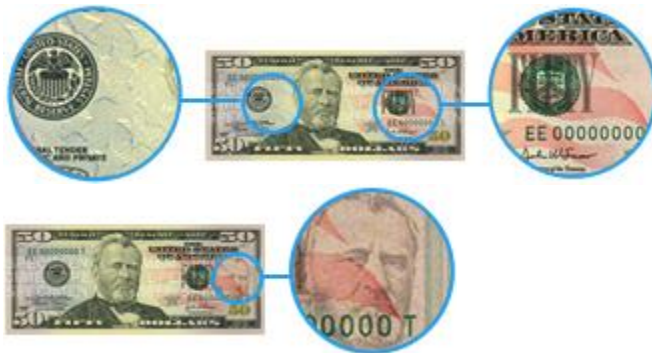
In addition to this, the UV light on the Fraud Fighter will cause a response from all credit cards, travelers' cheques, passports, money orders, and official Identification Cards.

SAMPLES OF MOST RECENT BILLS IN CIRCULATION:











2009 Series

<http://www.treasury.gov/services/Pages/coins-currency.aspx>

GENERAL ADVICE

SHORT CHANGE ARTISTS

BE ON THE ALERT! All short change artists have one thing in common – they succeed by CONFUSING you. Here are some of their methods.

Method 1: You give change for a five and the patron says, “I gave you a ten.”

Method 2: You gave change for a ten or twenty and the patron places the money out of your sight and then pulls it out again showing you he has no large bill in his change (a five or a ten). Therefore, you must have a shorted him. This is a little more complicated and takes a professional to do it right.

Method 3: The patron makes a \$1 or \$2 purchase. He hands you a ten or twenty or almost hands it to you. He takes it back and says, “Wait a minute, I have one dollar here (or two). He pays for the purchase with the dollar then immediately asks for the change for the twenty dollar bill.

The short change artist has you so confused, that he gets the twenty and the small change plus his/her tickets.

Method 4: The short change artist marks a large bill in a noticeable way. The short change artist gives the bill to a friend to pay for a purchase. Then the short change artist comes to your window (following his friend) and gives you a small bill. You start to make the correct change, but the suspect says, “No, I gave you a twenty. My kid wrote all over it. Look in your cash drawer and you will see it.” If you have not left the bills on the register ledge or counter you could easily fall for this trick.

GENERAL ADVICE

If you are ever accused of short changing a customer, give them the parking supervisor’s direct desk phone number. We will take care of the matter once your shift ends, and the audit is completed. Should a customer have accidentally been short changed, the Supervisor will settle the issue with them directly. There are cases where you may be able to check your profits on site and settle the matter. Use your own judgment as to whether or not this is possible (depending mostly on the flow of traffic). Again, if you do not feel comfortable doing so, simply leave it for the office to handle.

ROBBERIES

The threat of a holdup is a real concern. Anytime a business or an individual interact with the public, the threat exists. No one is immune from this threat, no matter how well trained or extensive the precautions.

Should this happen, do not resist. Money can be replaced – people can’t. Don’t be a hero. Do what you are told. Try to remember as many details about the suspect for the report to the police. The suspect may be nervous and may panic at any resistance.

1. Remain calm. Don't panic. Don't move in quick movements, you might frighten the suspect even more. Don't be a hero. Give the suspect exactly what he/she wants.
2. Tell the suspect what you are doing. If you bend down to pick up a cash bag tell him/her so.
3. Repeat everything the suspect says to you and do exactly as the suspect says. If the suspect says, "Give me your money in a bag!" The cashier should say, "I'm giving you the money in a bag". The reason for this is so the suspect will not be startled.
4. Move in slow deliberate movements, so the suspect will not get too jumpy or nervous. If you move too fast without informing the suspect what you are doing, the suspect might think that you are searching for a weapon or an alarm button.
5. Never assume a hold-up is a fake or a person is joking around. If a suspect says it is a hold up, assume the situation is real. Then proceed to handle the request.
6. When the suspect leaves, write a physical description, not the direction the suspect(s) took when they left your window, and contact your supervisor immediately to inform them of the situation. Security will then be contacted to handle the situation. The suspects may be testing our defenses and our employees to see how well trained we are, so they could attempt a real hold up elsewhere.
7. Some stations are equipped with red light alarm switches or panic buttons. There is no requirement for when to "hit" the holdup alarm. Wait to hit the alarm until after the suspect has fled. Once you contact your supervisor, you will most likely be relieved of your cash station. This will give you time to calm down and to write down the details while they are still fresh in your mind. You may have to report to the police station to answer any questions and to identify the suspect (s).

OTHER PRECAUTIONS

There are several things you can do to possibly prevent this frightening experience from happening.

1. Do not count large sums of cash in view of the patrons. If transporting cash or tickets from one location to another, security must be called. Carry any bags of cash close to your body; don't swing the bag at your side.
2. Do not discuss our cash handling procedures with family, friends or relatives. Your job requires that you keep cash procedures and related matter in the strictest confidence. You may have honest friends, but your friends might mention something around someone "who is not so honest."

3. Do not allow patrons, friends, family or relatives to loiter around your booths. **BACK DOOR MUST BE KEPT CLOSED.** If a patron will not leave, get assistance by phone. Suspects loitering around your station may be “casing” you for a possible holdup. Contact the building management or if necessary contact security if you need assistance.
4. Keep your station door **locked** at all times.

CUSTOMER SERVICE

Employee Capabilities:

- Communication skills
- Customer sensitivity
- Energy
- Initiative
- Integrity
- Job knowledge

Not Acceptable Excuses for Service Lapses:

- I don't have enough time
- I don't get paid to be nice
- The customer was rude to me first
- I can't deal with people who do not show me respect
- I am having a bad day

The Customer Wants You To...

- Greet them
- Value them
- Help them
- Listen to them
- Invite them back

Customer Service

- Appearance
- Attitude -a learned behavior, make it positive
- Friendliness –be generous, give smiles unconditionally
- Impression –what's left in the room after I leave
- Response-ability –take action, exceed customers' expectations
- Commitment –my pledge to service and teamwork
- Team Thinking –my actions affect everyone in my organization
- Communication –active listening and positive responses
- Service –my personal commitment to make a difference
- Personal Excellence –I believe in my ability to make a difference
- Accountability-acknowledgement and assumption of responsibility for all that goes on in your work area and your performance

Keeping Customer Satisfied, Do your job

-Know your manual, know the park, and know where you work- knowledgeable employees give customer confidence

-Ask Questions

COURTESY

Listed are a few courtesy tips to help you:

SMILE – A smile can transcend a barrier.

EYE CONTACT – A smile without eye contact is lost. Look at our patrons directly and at their level.

GREET EACH PATRON – Say, “Hello” or “May I help you”. Do not ignore a patron by continuing a conversation with another person in the booth.

USE A FRIENDLY VOICE – Always speak clearly and politely. Never raise your voice at a patron.

CORRECTS POSTURE – Show our patrons you care by sitting upright. Never lean on counters or slouch. Never hide behind your ticket boxes.

OFFER ASSISTANCE – Give correct and accurate information. If you do not know the answer, or cannot find the answer yourself, direct them to the Information Desk in the building. You are not expected to know the answer to every possible question. It’s better to let someone else handle it rather than give wildly inaccurate info.

PROVIDE A DEPARTING COMMENT – Follow each transaction with a friendly departing comment, “Have a nice day,” “Please come again”, or “Thank you, enjoy”.

MAINTAIN GOOD GROOMING STANDARDS – Your appearance tells others how you feel about yourself. Please wear the complete uniform and have a good clean appearance.

PATRON COMPLAINTS

In handling patron complaints, practice the following procedures for proper patron relations:

1. Give the same courteous attention to all complaints.
2. Handle each complaint with every possible courtesy. Listen attentively. Listen until the patron is through explaining the problem. Do not argue with the patron.
3. If you are unable to satisfy a complaint, notify your supervisor and ask for assistance.
4. If your supervisor feels that a patron (or the family/friends of a patron) is possibly becoming hostile, do not hesitate to call security. The presence of a security officer will help calm the group and allow the patron’s problem to be solved in an unemotional manner.

5. If the patron wishes to speak to a manager, you can direct them to the Information Desk in the building.
6. In many cases, just giving your undivided attention to the patron will help the situation.

ADMINISTRATIVE INFORMATION & PROCEDURES

PERSONAL BELONGINGS

Your personal affects are your own responsibility.

SCHEDULING

All employees are assumed available unless specified otherwise. If this is not the case, please fill out an availability form.

TIME OFF REQUESTS

All time off requests should be put in as early as possible. A minimum two weeks' notice is required. Requests will be considered on a first come, first serve basis.

ALL REQUESTS CANNOT BE HONORED, DUE TO AVAILABILITIES OF OTHER EMPLOYEES, TOO MANY REQUESTS FOR THAT TIME PERIOD OFF, OR IF IT IS A HOLIDAY.

All employees are assumed available unless specified otherwise. Again, if time off is requested it will only be considered after the required number of employees have been assigned to work those dates.

BREAKS

Depending on your shift, breaks will be assigned by your booth supervisor.

IF THE EMPLOYEE WORKS

BREAKS

Less than or equal to 7.5 hrs.	(1) half hour meal period (unpaid) (1) 15 minute break (paid)
More than or equal to 8 hrs.	(1) hour meal period (unpaid) (1) 15 minute break (paid)
Double Shift (Open to Close)	(1) hour meal period (unpaid) (1) half hour meal period (unpaid) (2) 15 minute breaks (paid)

Arrangements may be made to "work through a part of or the entire meal break if **Both** the employee and supervisor agree. In such cases, the employee will be paid for the time worked. **(In extreme situations only)**

Excessive lateness on breaks will not be tolerated. Being late from your break makes other employee breaks later than scheduled and disrupts the closing times

of booths. Being late from a break may result in that amount of time being taken off your next break or off your hours worked for that day.

CALLING IN LATE

Check your schedule every week. All employees are required to be here on time and in uniform. If you are going to be late, please speak to a supervisor. Do not just say you are going to be late. Others may not recognize your voice and we cannot guess your time of arrival.

CALLING IN SICK

Please inform your supervisor ASAP.