



**FINANCIAL SERVICES AND CONTROL  
POLICY MANUAL**

<b>Subject:</b> Customer Service and Cash Processing	<b>Approval Date:</b> January 19, 2015	<b>By-Law No.</b> 02-2015
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4.13 CUSTOMER SERVICE AND CASH PROCESSING

1. CUSTOMER SERVICE:

- 1.1 Customers waiting at the customer service counter shall be greeted upon arrival.
- 1.2 All customers shall be served at the counter designated for customer service.
- 1.3 Customers shall not be kept waiting for prolonged periods of time.

2. CASH PROCESSING:

- 2.1 All customer transactions shall be performed at the designated computer terminal for customer service.
- 2.2 All customers shall be provided a receipt for their transaction(s).
- 2.3 All customer receipts shall be prepared at the designated terminal for customer service.
- 2.4 Recreation services cash may be processed at the individual work stations.
- 2.5 All cash drawers and boxes shall be kept locked when unattended.