# CONTENTS

## CHAPTER 1  PROBITY REQUIREMENTS

<table>
<thead>
<tr>
<th>Topic</th>
<th>Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>1</td>
</tr>
<tr>
<td>Code of Conduct</td>
<td>1</td>
</tr>
<tr>
<td>Conflict of Interest</td>
<td>3</td>
</tr>
<tr>
<td>Acceptance of Advantages and Entertainment</td>
<td>4</td>
</tr>
<tr>
<td>Handling of Confidential Information</td>
<td>4</td>
</tr>
<tr>
<td>Handling of Hotel Guests</td>
<td>5</td>
</tr>
</tbody>
</table>

## CHAPTER 2  PROCUREMENT PRACTICES

<table>
<thead>
<tr>
<th>Topic</th>
<th>Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>6</td>
</tr>
<tr>
<td>Basic Checks and Balances</td>
<td>6</td>
</tr>
<tr>
<td>List of Suppliers / Service Providers</td>
<td>7</td>
</tr>
<tr>
<td>Purchase Requisitions</td>
<td>8</td>
</tr>
<tr>
<td>Quotations</td>
<td>9</td>
</tr>
<tr>
<td>Evaluation and Handling of Samples</td>
<td>10</td>
</tr>
<tr>
<td>Tenders</td>
<td>10</td>
</tr>
<tr>
<td>Term Contracts</td>
<td>12</td>
</tr>
<tr>
<td>Petty Cash Purchases</td>
<td>12</td>
</tr>
<tr>
<td>Receipt of Goods and Making Payments</td>
<td>12</td>
</tr>
<tr>
<td>Administration of Service Contracts</td>
<td>13</td>
</tr>
<tr>
<td>Other Measures</td>
<td>14</td>
</tr>
</tbody>
</table>
CHAPTER 3  STAFF ADMINISTRATION

Introduction 15
Staff Recruitment 15
Employment of Temporary or Relief Staff 16
Staff Attendance and Overtime Work 17
Allocation of Duties 17
Managing Staff Performance 18
Staff Promotion, Posting and Salary Adjustment / Bonus Payment 18
Handling of Staff Complaints 19

CHAPTER 4  STORES MANAGEMENT

Introduction 20
Company Policy and Guidelines 20
Segregation of Duties 20
Receipt and Issue of Stores 21
Physical Security 21
Independent Stock Checks 22
Disposal of Stores 22
CHAPTER 5  ACCOUNTING CONTROLS

Introduction 23
Credit Policy 23
Reimbursements 23
Internal Controls 24
Control Over Buffet Bills 24
Cake Shop Revenue 25
Waiver of Charges 25

CHAPTER 6  MAINTENANCE AND RENOVATION

Introduction 26
Selection of Consultants 26
Selection of Contractors 27
Use of Term Contracts 28
Issue of Works Orders 28
Variation of Works 29
Acceptance of Works 30
Processing of Payments 31
Extension of Time and Liquidated Damages 31

CHAPTER 7  SALES AND MARKETING

Introduction 32
Control of Hotel Room Reservations 32
Control of Commissions and Rebates 34
CHAPTER 8  FRONT DESK OPERATION

Introduction 35
Control over Allocation and Utilization of Rooms 35
Handling of Credit Card Information 36
Handling of Money Exchanges 37

CHAPTER 9  CONCIERGE SERVICES

Introduction 38
Allocation of Parking Spaces 38
Handling of Complimentary Parking 39
Payment of Parking Fees 39
Arrangement of Taxi Service 40
Control over Arrangement of Tourist Services 40

CHAPTER 10  INTERNAL CONTROLS

Introduction 42
Control of Hotels under the Same Group 42
Independent and Active Audit Function 43
Managing Staff Accountability and Integrity 43
Enhancing Ethical Awareness 43

ADVISORY SERVICES GROUP 44

APPENDIX  (Sample Code of Conduct) 45
ANNEX  (Extracts of the Prevention of Bribery Ordinance) 51