

Concierge

The Third-Party Payment Standard

Five steps for paying suppliers and tips on a guest's behalf. A charge the guest didn't expect can turn a well-made booking into a dispute at checkout.

Who
Concierges, with the front office cashier

When
Any purchase, deposit or tip the desk pays for a guest

You need
The guest's approval, a paid-out form, the receipt, the folio in the PMS

Measured by Guest approved the amount before payment · Receipt attached to every folio charge · Posted to the folio the same day

1 Agree the amount

Before paying anything, tell the guest the full price, with any booking fee, delivery or service charge, and how it will be billed. Get the yes in writing, by message or a signed slip, above €100.

"The two tickets are €240 in total, including a €12 booking fee. I'll add it to your room bill. Shall I go ahead?"

Common mistake Quoting the ticket price and leaving out the fees. The guest sees €252 on the bill and wonders what else was added.

2 Pay and keep proof

Pay with the hotel's account or the paid-out float, never with your own card. Write the guest's name and room on the original receipt and fill in the paid-out form with the cashier's signature.

"Paid-out 0412: Okafor, 305, opera tickets, €240, receipt attached. Approved by message 15:10. L. Ferri."

Common mistake Paying from your own pocket to save time. You wait weeks for the money, and the receipt is still in your coat.

3 Post it today

Post the charge to the folio the same day with a description the guest will recognise, not a code. Never add a handling fee or a mark-up the guest wasn't told about in step one.

"Opera, Teatro Verdi, 2 tickets, Fri 18 Oct"

Common mistake Posting it as "Misc. paid-out 0412". At checkout the guest asks what it is, and nobody on the night shift knows.

4 Tip openly

If the guest asks you to tip a driver or guide for them, agree the amount with the guest, hand it over in full on the same day, and post it to the folio as a tip with the partner's name.

"Mr Okafor asked me to give you this €20 for today, with his thanks."

Common mistake Keeping the tip until you next see the driver. The driver thinks the guest didn't tip, and the guest has already paid it.

5 Check before checkout

The evening before departure, check each paid-out on the folio against its receipt and form. Give the guest copies of the receipts with the bill, and settle any refund for a cancellation before they leave.

"Mr Okafor, your bill includes the opera tickets and the driver's tip. The receipts are attached."

Common mistake Leaving a refund to sort out after checkout. The guest is home, the money is in limbo, and the email chain begins.

Charges That Need a Word First

Six charges the desk pays for guests every week:
what the guest hears first and what the folio
must show. A line with no proof can be disputed.

Charge	Tell the guest	Proof on the folio
Theatre or event tickets	Ticket price plus every fee	Venue receipt with seat numbers
Flowers or a gift	Price, delivery cost, card message	Florist receipt and a photo
Taxi paid by the desk	Fare and any waiting charge	Driver's receipt with the route
Tip for a driver or guide	The amount and who receives it	Paid-out form signed by the cashier
Pharmacy items	The price, said in private	Pharmacy receipt in a sealed envelope
Deposit for a booking	Amount and the refund deadline	Supplier's deposit receipt

How to use this with your team

Brief one row a day at the morning briefing. For one week the cashier checks every paid-out posted the day before and returns any without proof to the concierge who posted it. Review on Friday.

Part of the DolceVita Standards Library: free operating standards for every department of the hotel, at dolcevitahospitality.com/free-resources.