

## WHAT IS A TRANSACTION?

A "transaction for goods or services" is defined by an action between a buyer and a seller where the buyer exchanges money for a tangible product (good) or an intangible service, essentially meaning a completed purchase where the seller provides something in return for payment from the buyer; it's a basic exchange of value between two parties.

In the case of a cashless venue this monetary exchange is completed through the authorized electronic/computer equipment intended for the exclusive use of the venue solely for that purpose.

THE POLICY FOR TRANSACTION FOR GOODS OR SERVICES WITHIN LEGENDS ON THE HOLLYWOOD PARK CAMPUS IS AS FOLLOWS:

1. The guest approaches the individual responsible from completing the transaction
2. That person greets the guest/customer
  - Those providing food and/or beverage ask the guest for their order
  - If alcohol is requested the bartender or server/cashier is required to ask for identification verifying proper legal age for alcoholic consumption. 2 drinks=1 valid I.d. 3 drinks=2 valid i.d.s following the required 2 drinks to hands standard.

If the person conducting the transaction is not providing alcoholic beverages move to step 3

3. Take the order or ring in the goods that the guest has brought to the register using ONLY the register/company provided technology for the transaction.
4. Take payment via the company approved/provided & secure technology.
  - Personally owned technology may not be used for any transaction this includes receipt of a tip from the guest/customer.
  - Personally owned technology such as phones or tablets may not be present or in use in view of customers at any time, unless approved by a manager/supervisor.
  - Tips may be entered electronically by the guest when prompted to do so.
  - Tips may NOT be verbally or visually solicited with signage or codes.
5. Once the transaction has been closed: (the guest has approved and closed all options presented to them on the screen) All food and beverages are completed and moved to the guest. For retail, items are then bagged and handed to the guest. Thank the guest!
  - Items provided to the guest much match the transactions record.
6. Cash Tips: This is a "one way" occurrence; meaning tip received from guest only with no other financial interaction.
  - Cash or banking apps may not be used to receive a tip.
  - Tips on the bar may not be taken off the bar until the entire transaction is closed and the guest has items in hand.
  - Change MAY NOT be made for tip. Cash may not be transacted in any way.
  - Once a line has cleared report cash tips to the Supervisor or Manager on site in the area you are working.