

NAME OF PRACTICE

Lost and Found

PURPOSE:

This practice has been created to ensure that the hotel takes the necessary steps to ensure that guests can retrieve lost items. The practice will ensure proper recording, storing and distribution of the “lost and found” items at our property.

GENERAL DESCRIPTION:

The hotel will record and keep all “lost and found” items and store them in the “lost and found” designated area in the front office. If items are of value (money, electronics, jewelry, etc), they will be placed in the hotel/resort safe. After 6 months’ time, the housekeeper or other personnel who found the lost item may acquire it and sign it out of the log book as “found” to keep for themselves if approved by the General Manager and the Housekeeping Manager. If a guest claims their lost item, they may have it shipped to them at their expense.

PROCEDURE:

- Collect all item(s) left behind from a guest room, and place it in the designated “lost and found” box (located in the front office) then get a “lost and found” tag and write on it the room number, date, time, and finder’s name. Tags are located in the box labeled “lost and found tags” (located next to the lost and found box).
- Then write the finders name on the “lost and found” log (attached here) with the room number, date, time, and description of item(s). The log is found on the clipboard located next to the designated “lost and found” location.
- Notify the front office staff of the lost item(s) and the room that they were located in immediately so that they can make note in the guest room folio.
- If any items such as (watches, jewelry, money, mobile devices, laptops, etc.) are found, Housekeeping Management is to be informed immediately so that he/she can issue a claim and place the item(s) in the hotel/resorts safe. Housekeeping Management will then forward the claim to the General Manager for approval. Once the guest claims their lost item, Housekeeping Management will retrieve the guests Credit Card so that the hotel may ship their item back to them at the guests’ cost.
- If the guest could not be contact or made no contact with us, then after 180 days (6 months), the General Manager and Housekeeping Management may decide what to do with the lost items.

ATTACHMENTS

- Lost and Found Log
- Lost and Found Management Claim Log

ADDITIONAL RESOURCES:

- Choice Central-
- Choice University-
- External Websites- <https://setupmyhotel.com/train-my-hotel-staff/how-to-define-sop-in-hotels/housekeeping-sop/254-lost-and-found.html>