



Preparation



Cleanliness



Supplies

**Service**

Tools

## Handling of Lost and Found Items

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### Objective and scope

The objective of this procedure is to define the correct handling, control and registration of all the left items by the guests as they can be claimed at any time.

This procedure affects all hotels from all Business Units.

### Summary

- 1 Service performance
- 2 Procedure validation

### 1 Service performance

#### **Responsible: Chambermaid, Reception staff**

When the Housekeeping staff finds an item left, the following should be carried out:

- Put the item in a transparent bag.
- Indicate the date and the room number where the item was found.
- Name of the chambermaid who found the item
- Hand over to the Housekeeper.
- The Housekeeper will register the information in the system. (*Housekeeping Module > Lost and Found*).

The lost items will be kept in custody of the Housekeeper who will store them in the lost and found closet and stored them by months.

If the guest claims to retrieve the item, it must be verified that it has been registered and found. If so, the Housekeeper will be notified so as to contact the guest and arrange to send the item. The guest may choose how he/she would prefer to receive the item:

- Deliver by hand: taking note of the name of the person who retrieves the item.
- Courier service: keeping a photocopy of the delivery note indicating the registration number in case of future incidents.
- By ordinary post

If the item has been forgotten by the guest, it will be sent to the address provided by the guest and charged to his/her account.



Person who collect the forget item should show his/her identity card in order to check if is really the guest. If a different person collects the object, the proprietary must sign an authorization form to authorise the person to pick up the item.

If the guest does not claim the lost items, they should only be kept for one year and avoid stocking up on perishable items.

## 2 Procedure Validation

Version	Corporate area	Approved by:		Approval date
1	Operations <b>(Process Owner)</b>	Operations Control Director Chief Operations Officer	Anja Loijens Ramón Aragonés	March 2012
	Internal Audit	SVP Internal Audit		
	Resources	SVP Human Resources		
	Strategy & Development	SVP Quality & Competition		
	Management Committee			Steering Minutes 26/03/2012