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SPHM
HOSPITALITY


SPHM – HOTEL LOST & FOUND



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Hotel Lost & Found

	HOUSEKEEPING STANDARD OPERATING PROCEDURE	I	PAGE 1
		Effective:	
	AREA Office	PROCEDURES Lost & Found	Agustinus Agus Purwanto

STANDARD OPERATING PROCEDURES

POLICY:

This is a Standard Operating Procedure of Sun Paradise Hotels, which is to regulate any “Lost & Found” for guest, company and employees belonging. This policy must be implementing from time to time in order to secure any belonging of the guest, company and employees.

In order to maintain consistent treatment in this Standard Operating Procedure any negligent person should refer to this procedure and will be regulated further into the Sun Paradise Hotels House Rule.

PROCEDURES:

This SOP establishes the procedures by which this tasking will be accomplished.

A. RECEIVING ARTICLES INTO THE LOST & FOUND INVENTORY:


1. All articles brought to House Keeping as lost and found will be logged into an established Inventory control log.
2. The log will consist of the following elements that will require entries to be made on each article that comes to the House Keeping lost and found unit;

**Log#/Item Description/Date In/Storage Validation/Final Disposition/Date
Out/Disposition Validation Signature**

3. All articles brought to House Keeping Lost & Found that are identifiable to a specific individual will have a reasonable effort made to contact that individual for the return of their property.

Articles of value that have identifying characteristics (model #'s, serial #'s, special markings, etc.) will be screened through House Keeping by calling Extension 810. Such contact shall be coded in the comments section of the log.

4. Each article taken into Lost & Found will be placed in an envelope or tagged with the log entry # displayed prominently on the article and circled in black marker to facilitate ease of identification.
5. Each article will be placed in a secure storage container or specified storage area after being properly logged in and marked for storage. The Central Stores supervisor shall verify storage.

	HOUSEKEEPING STANDARD OPERATING PROCEDURE	I	PAGE 2
		Effective:	
	AREA Office	PROCEDURES Lost & Found	Agustinus Agus Purwanto

6. Lost & Found Form will be logged in and then turned over to the House Keeping office as soon after receipt as practical. Lost & Found Forms and items will be hand carried to the House Keeping office.

7. All keys will be logged in and then turned over to the Key Box and locked as soon as practical. This key will be hand delivered to the Executive House Keeper or her/his Assistant.


B. DISPOSITION OF LOST & FOUND ARTICLES:

1. All unclaimed articles will be held for a minimum of 60 days, after which time they will be assigned a final disposition. Items of value (excluding cash) will be donated to a local charity such as the Orphanages. Found cash is to be deposited in a holding account, via Bank Deposit Slip by accounting staff, into the special Bank Account or Hotel Bank Account with handed over statement letter. Articles of personal nature (i.e.: credit card, drivers license, etc.) will be destroyed and disposed of in a non-compromising manner after held for 60 days, or as soon as is practical after the 60 day period. Worthless items (i.e.: soap, deodorant, clothes, etc.) will be to the employee who found the items. Checkbooks will be returned to issuing bank and a signature will be obtained from a bank representative.
2. Assignment of dispositions will be accomplished by a minimum of two U of A employees, one of which will hold a supervisory status. Proper log entries will be made and verified by Sun Paradise Hotels.

C. LOST & FOUND RETURN OF ARTICLES TO RIGHTFUL OWNER

1. When receiving the inquires about lost articles, House Keeping personnel will provide the customary “outstanding” customer service that is routinely provided.
2. House Keeping will check the caller’s description against the existing Lost & Found Inventory log to find a potential match. If a match is evident, provide caller appropriate information required for them to come to the Lost & Found unit in House Keeping Office and retrieve their property. The individual will sign out returned property at the time of pick-up.
3. Individuals claiming Lost & Found property will be expected to provide a reasonable description of the articles they are claiming. Therefore, a comprehensive description of material will always be recorded in the Inventory log.
4. House Keeping supervisor’s initials will be required to verify items claimed by owner.

D. CUSTODIAL RESPONSIBILITY OF LOST & FOUND PROPERTY:

	HOUSEKEEPING STANDARD OPERATING PROCEDURE	I	PAGE 3
		Effective:	
	AREA Office	PROCEDURES Lost & Found	Agustinus Agus Purwanto

1. House Keeping assumes no responsibility for property that is considered lost and found until such time as it is physically presented to the House Keeping Lost & Found.
2. In the event that other departments or individuals indicate to Housekeeping they are holding lost property, House Keeping will inform them of their responsibility for said property unless or until it is physically turned over to House Keeping for proper handling. Hotel Lost & Found is not designed to be a lost and found coordinator, but rather a repository for such articles that are turned in for screening, storage and proper disposition in accordance with this operating procedure.