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|  | **Standard Operating Procedure** | |  |
| **SOP Title:** | | | |
| Department: | | Category: | |
| Standard Type: | | Effective date: | |
| Prepared by: | | Signature: | |
| Approved by: | | Signature: | |

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| **Standard** |
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| **Procedure** |
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| **Supporting Documents** |
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|  | **Standard Operating Procedure** | |  |
| **SOP Title: Guest Room Access** | | | |
| Department: Front Office | | Category: Guest rooms | |
| Standard Type: Security | | Effective date: July 1,2010 | |
| Prepared by: Guest Services Manager | | Signature: | |
| Approved by: | | Signature: | |

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| **Standard** |
| No guest will be allowed access to a registered guestroom without providing proper identification.  Never compromise security key lock or guest room/meeting room access procedures. When approached by a guest who may need access to either a locked guest room or meeting room never compromise security procedures for the purpose of being friendly, accommodating or ‘hospitable’.  Instead, always administer the procedures in a friendly, accommodating and hospitable manner. |
| **Procedure** |
| * Guest Names should not be placed on the key card envelope by guest services personnel. Room numbers should never be verbally announced but written on the key card envelope and pointed out by the guest service agent. * If a guest requests an additional or replacement key, proper identification must be shown.  Proper identification is defined as photo identification such as a driver’s license. * If the guest does not have proper identification, or if their ID has been left in the room, a member of management or security should escort the guest to the room. If necessary, the guest may gain access by identifying personal belongings in the room. These personal belongings cannot be items easily identified at first glance (i.e., coat, luggage, etc.), instead they must be an item(s) not easily viewed at a glance. * If a guest stated that a key needs to be replaced because of a lost key, a new key card (not a duplicate) should be issued. Again always ask and confirm I.D. * If a guest service associate needs access to a guest room for reasons such as amenity delivery or laundry deliver, they must knock three times on the door and identify themselves as guest services each time. * Upon entering the room, the guest service associate should open the door slowly and again announce themselves as guest services. * The items being delivered are to be placed inside the door way, laundry is to be hung in the closet, and the associate is to exit the room immediately. |
| **Supporting Documents** |
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|  | **Standard Operating Procedure** | |  |
| **SOP Title: Lost and Found** | | | |
| Department: Housekeeping | | Category: Guest rooms | |
| Standard Type: Brand | | Effective date: July 1,2010 | |
| Prepared by: Executive Housekeeper | | Signature: | |
| Approved by: | | Signature: | |

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| **Standard** |
| To ensure all Lost and Found items are tracked for reclaiming by guest. |
| **Procedure** |
| 1. All Lost and Found is to be put into clear small trash bag and labeled with appropriate lost and found slip and brought down to housekeeping office at end of work day by Room attendant and logged into Lost and Found log book by Executive Housekeeper or Supervisor/Inspector.      1. Any Lost and Found valued at over $50.00 is to be brought to housekeeping office immediately and turned into Executive Housekeeper or Supervisor/Inspector who will log it in and immediately take to the Guest Service Manager to secure in safe Deposit Box. 2. All lost and found is to be held for 30 Days or until item is returned to guest. Whichever comes first. 3. After 30 Days all unclaimed Lost and Found items may be claimed by room attendant or will be donated to a local charity designated by Property GM. |
| **Supporting Documents** |
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