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|  | RESOURCE LIBRARY HOTEL OPERATIONS - HOUSEKEEPING Double Locked Rooms | <i>CODE:</i> 03.05.016 |
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Policy & Procedure:

Room Attendants should report any double locked rooms in their section to the Floor Supervisor before 3pm. The Floor Supervisor should monitor any double locked rooms on their floors and report these by 3pm to the Housekeeping Office.

The Executive/Supervisor should call the room and inquire if the guest would like there room serviced or some fresh towels provided.

If there is no response the Duty Manager and Housekeeping Supervisor should open the room and check on the well being of the guest.

If the guest is not in the room the room should be serviced and any malfunction to the door lock should be repaired.

Note:

Care should be taken with early/same day check-ins.