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|  | <b>RESOURCE LIBRARY</b><br><b>HOTEL OPERATIONS - HOUSEKEEPING</b><br><b>Sleep out / No Luggage Rooms</b> | <i>CODE:</i> 03.05.017 |
|   |  | <i>EDITION:</i> 1      |
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**Policy & Procedure:**

The Room Attendant informs the Floor Supervisor about any rooms that have no luggage or the room has not been used but they are stated as occupied in the reports.

These rooms should be marked as **S/O or No Baggage** on the Room Attendants report, the Floor Supervisors report and the physical occupancy report.

The Floor Supervisor follows up by informing the Front Desk Shift Leader about the rooms. These should also be logged in the Housekeeping Log Book and should be followed up before going off shift.

Any room without luggage should be put as a discrepancy in the computer and highlighted on the discrepancy report.

In there is no need to service the sleep-out room; other work is to be assigned to the Room Attendant.

These rooms should be handed over at the end of each shift if the Front Office Department has not resolved the matter.

It is important that all rooms are reported as discrepancies to avoid guests being over charged for nights they have not stayed and to control physical room occupancy.