

	RESOURCE LIBRARY HOTEL OPERATIONS - HOUSEKEEPING Missing / Damaged Items	<i>CODE:</i> 03.05.019
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Policy & Procedure:

All missing or damaged items should be reported to your Supervisor/Housekeeping Office immediately in order to control and inventories accurately.

All Housekeeping team members should report any missing or damaged items in guest rooms to the Housekeeping Office.

All these items should be logged in the appropriate logbook – 1 for damaged items and 1 for missing items. On a monthly basis these should be correlated and a report submitted to the Executive Housekeeper, Chief Engineer, Financial Controller and Executive Office.

A price list should be in each logbook for all items in case guest is to be charged. If a guest is charged this should be marked in the logbook next to the item.

All appropriate forms should be filled out for damage to hotel property and distributed accordingly.

There are separate forms for damaged items and for missing items for Hotel property and for guests' property.